Performance Work Statement

For

Real Property Management Services

In Support of
National Institutes of Health

SECTION C

DESCRIPTION/SPECIFICATION

PERFORMANCE WORK STATEMENT

FOR SERVICES TO SUPPORT

NATIONAL INSTITUTES OF HEALTH (NIH)

General Intention: The intention of this solicitation is to obtain Real Property Management Services to support NIH.

NOTE OF EXPLANATION:

This Performance Work Statement (PWS) represents a departure from traditional solicitation format. The intent of the Government is to solicit the most efficient and effective organization able to complete all requirements set forth in Sections C-1 through C-6 of this document. To achieve this goal:

- The ability of private and public sector offerors to perform all requirements is subject to comparison. Therefore the term ***"Service Provider"*** **(SP)** is used interchangeably with the term "Contractor."
- The result of comparison may be (1) implementation of the Government's Most Efficient Organization (MEO); (2) award of an Inter- or Intra- Service Support Agreement (ISSA); or (3) award of a commercial contract. Therefore, the term ***"Award"*** is used in lieu of the term ***"Contract."***
- Significant process improvements are desired.
- ***"How to"*** procedures have been removed, to the greatest extent practicable.
- Requirements are defined based on output of products and services, not level of effort required to perform functions.
- One of the following procedures will be used to select the source: (a) Sealed Bid; (b) Negotiated Procurement using Low Priced Technically Acceptable Source Selection Procedures; (c) Negotiated Procurement using Cost/Technical Tradeoff Source Selection Procedures with an Integrated Evaluation Process; or (d) Negotiated Procurement using Cost/Technical Tradeoff Source Selection Procedures with a Phased Evaluation Process.
- Proposals that will achieve savings through innovative process improvement and resource management are encouraged.

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GENERAL

1 GENERAL INFORMATION

1.1 SCOPE OF WORK

- **SECTION C-1**

Provides general information about NIH and its specific rules and regulations to be followed and an introduction to operating conditions

- **SECTION C-2**

Provides definitions and acronyms used throughout this document and in the performance of this work

- **SECTION C-3**

Provides information as to Government-furnished property

- **SECTION C-4**

Provides information on items that may be SP furnished

- **SECTION C-5**

Presents the Performance-based Performance Work Statement

- **SECTION C-6**

Provides a list of directives, publications, instructions, and forms to be used by the SP during the award period

1.1.1 SERVICE PROVIDER PERSONNEL

The Service Provider (SP) shall provide all management, supervision, administration, and labor to support the Real Property Management Services identified in this Performance-based Performance Work Statement (PWS) for the National Institutes of Health. This includes all direct and indirect resources, except as specified in SECTION C-3 as Government-furnished property (GFP) and services.

SP shall provide, as Key Personnel, one (1) full time Project Manager (PM). The PM shall act as the on-site point of contact for all services at all locations. SP shall identify an alternate PM in the absence of the primary designated PM. The PM shall be the central point of contact with the Government for the performance of all services and requirements identified in this award. PM and alternate representative shall have full authority to represent the SP in all matters relating to those requirements and services identified in this award. SP primary and any

alternate Project Manager shall acquire and maintain top secret security clearance.

SP shall provide primary and alternate working property managers at Bethesda, Poolesville, Baltimore, North Carolina, and Montana that shall serve as the liaison between building occupants and SP personnel to assure that all customer requests for centrally provided services are addressed and resolved accordingly. For leased buildings in Bethesda, the SP property manager shall act as the interface between the building occupants and the lessor for all services. The SP shall assume total responsibility for all requirements stated herein on the start date of the performance period. The customer interface for major projects as identified in 5.1 consists of 98 Administrative Officers (AO) and 32 Executive Officers (EO), who are typically Senior Executive Service-level government employees. The next level of customer interface consists of IC Facility Managers, Program Managers, and Project Managers, who are involved with the building specific services identified in 5.1 and 5.2. The third level of customer interface consists of the building occupants identified in TE 1.1.4 NIH Building Occupancy by IC. Requests for information made by EOs, AOs, and IC Managers shall be responded to within 4 business hours.

1.1.2 SERVICES PROVIDED

The NIH Real Property Management Services Program consists of a comprehensive suite of facilities planning, development, and building and facilities services directed toward supporting the NIH long-term goal “to secure facilities for research that are modern, efficient, and safe.”

In direct support of the NIH, the Real Property Management support service processes include:

5.1	**DESIGN AND CONSTRUCTION MANAGEMENT SERVICES**
5.1.1	Provide and Manage the Design, Construction, Alteration Services of NIH Owned and Leased Facilities
5.1.2	Provide NIH Extramural Construction Program Services
5.1.3	Provide Facilities Space Data Management Services
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5.3.7	Maintain Storage and Distribution Systems for Natural Gas, Site Propane and Fuel Oil
5.3.8	Incinerators
5.3.9	Facilities Energy Conservation Program

1.2 STATEMENT OF OBJECTIVES

This Performance Work Statement (PWS) is written to balance the needs for critical requirements, quality performance, and a fair and equitable cost comparison. This statement of objectives outlines the intent and spirit of the PWS. It provides a baseline for an executive understanding of the NIH requirements.

NIH is soliciting for a Service Provider (SP) to provide complete Real Property Management Services for owned and leased facilities at six locations operated by NIH. The six locations are the Bethesda campus, Poolesville, MD, Baltimore, MD, Durham, NC, Hamilton, MT, and leased facilities in Montgomery County, MD. Each location may have specific deviations on the general requirements, standards and workload. The primary services are Design and Construction Management Services, Property Management and Operations, and Central Utilities. These three services are divided to facilitate budgeting and evaluation. However, in actual performance they are integrated technically and will require centralized management to achieve safe, effective and efficient delivery of services. Real Property Management Services are required for NIH owned and leased facilities.

The SP shall assume the role of the NIH Property Manager. The SP shall perform quality control and achieve all PWS requirements within the specified workload and standards. The SP shall standardize best practices across all locations to the extent practicable to provide for consistency in performance. The SP shall be the single point of contact for all NIH occupants and other parties concerning Real Property Management Services as well as other services needed to be able to direct customers to right person for services such as pest management, safety, and fire protection requirements. The SP must provide to the government upon request sufficient information to enable the NIH to match costs of services provided at each location. The government will perform quality assurance and inherently governmental activities. References to government interactions are primarily for legal and “contract” management requirements and exceptions to the general terms of the award. The primary role of the government will be in exercising inspection and acceptance.

The PWS includes many micro and macro standards. The SP is expected to provide macro level performance data to the government upon request following the format of the Balanced Scorecard Strategic Measurement System as developed by Robert Kaplan and David Norton and documented in the Harvard

Business Press. Performance improvement that results in unit cost reduction, but that also maintains or improves service performance is expected. Global objectives that will also be measured include:

- Facilities and grounds are available and acceptable for specified use
- The Facility Condition Index (FCI) is maintained and/or improved at the specified level for each facility
- Environmental Quality is maintained
- Occupants and users of space are satisfied with SP provided services
- Utilities are available within specified criteria
- Design and construction projects achieve quality, timeliness and cost standards
- Current services protect the long term physical and economic viability of the facilities and environment
- Actual costs of SP provided services reflect approved budgets
- Minimal disruption to activities during normal business hours
- Retain JCAHO and AAALAC accreditations
- Provide, maintain and operate safe and reliable utility distribution systems
- Flexibility with changing requirements of customers
- Support changing security level requirements

The nature of the PWS also creates risk for the government. The SP shall minimize risks associated with:

- Interruption or destruction of critical NIH activities and research
- “Padding” work and reimbursable charges
- “Loopholes” in the RFP
- Poor performance in general and at specific locations
- Customer dissatisfaction
- Identification of accountable parties
- Over expenditure

NIH needs a Property Manager that demonstrates daily understanding of the technical requirements, the fiscal constraints, the specific needs of customers, and the long term impact of current operations. NIH needs its Property manager to become a partner in supporting its medical research and patient care missions.

The National Institutes of Health (NIH) is engaged in a quest to reduce operating costs, while reliably providing equal or better service to our customers. This is a performance-based award that describes the required outputs and outcomes. Offerors are responsible for determining the level of effort required to accomplish the outputs/outcomes and are encouraged to propose business process improvements that will help NIH achieve the above stated objectives.

1.3 NIH MISSION

The NIH mission is to uncover new knowledge that will lead to better health for everyone. NIH works toward that mission by conducting research in its own laboratories; supporting the research of non-Federal scientists in universities, medical schools, hospitals, and research institutions throughout the country and abroad; helping in the training of research investigators; and fostering communication of medical information.

NIH is one of the agencies of the Public Health Services that, in turn, is part of the U.S. Department of Health and Human Services (DHHS). Comprised of 27 separate components, mainly Institutes and Centers, NIH has a capital asset inventory of over 150 owned and 40 leased facilities in which the NIH manages agency programs and conducts basic and clinical research that are part of this procurement action. With over 13 million gross square feet of space spread across six sites, NIH's primary presence is in Bethesda, Maryland, Research Triangle Park, North Carolina and Hamilton, Montana. It is important to the mission of the NIH that efficiently maintained and operated facilities are available to provide the space and environmental conditions necessary to achieve its research goals today and into the future. Each campus has a vital role to play toward the mission of the DHHS.

Since its inception in 1887, no one could have imagined the size and scope of the NIH's present program. As a result of the numerous scientific opportunities and policy decisions that make up the historical fabric of the NIH, this premier medical research institution is poised to foster even more significant contributions to human health in the twenty-first century.

It is impossible to list all of the discoveries made by NIH-supported investigators. More than eighty Nobel prizes have been awarded for NIH-supported research. Five of these prizes were awarded to investigators in the NIH intramural programs. The in-house discoveries have included breaking the genetic code that governs all life processes, demonstrating how chemicals act to transmit electrical signals between nerve cells, and describing the relationship between the chemical composition of proteins and how they fold into biologically active conformations. In turn, these basic research discoveries have led to greater understanding of genetically based diseases, to better antidepressants, and to drugs specially designed to target proteins involved in particular disease processes. Long-term research has dispelled preconceptions that morbidity and dementia are a normal part of the aging process. Some cancers have been cured and deaths from heart attack and stroke have been significantly lowered. Research has also revealed that preventive strategies such as a balanced diet, an exercise program, and not smoking can reduce the need for therapeutic interventions and thus save money otherwise expended for health care.

A brief summary of the NIH campuses that are part of this procurement action follows:

1.3.1 BETHESDA, MARYLAND CAMPUS

The NIH Bethesda Campus in the Maryland suburbs of Washington, DC, is the largest of the six campuses with over 70 buildings, 8 million gross square feet of building space on an over 300 acre site. The Office of the NIH Director and offices of the twenty-seven Institute and Center directors are located on the Bethesda Campus.

The Bethesda Campus is home of the JCAHO accredited Warren G. Magnuson Clinical Center, with over 3 million gross square feet of space and is the focal point for clinical research conducted by the NIH. This facility provides the opportunity to conduct “bench to bedside” research that translates into new treatment modalities and cures for diseases throughout the world. The Bethesda Campus is the preferred location for research programs that require ready access to shared specialized advanced technologies and central research resources.

Through clinical research, promising discoveries in the laboratories are translated into new therapies and treatments for patients. The 14-story Warren Grant Magnuson Clinical Center is NIH's center for clinical research. Patients come from all over the world to participate in clinical studies here. Each year, the Clinical Center admits about 7,000 inpatients. Another 72,000 participate in studies as outpatients.

Construction began in 1997 for the new Mark O. Hatfield Clinical Research Center. The Hatfield Center, a 1,050,000 gross square feet facility, is expected to open in 2004 to house the research hospital's 250 beds for inpatient and outpatient care, outpatient facilities, and research laboratories. It connects to the current building, which opened its doors in 1953.

The Bethesda Campus also houses numerous AAALAC accredited facilities.

1.3.2 RESEARCH TRIANGLE PARK (RTP), NORTH CAROLINA

The National Institute of Environmental Health Sciences (NIEHS) is the only Institute of the National Institutes of Health (NIH) not located on the Bethesda Campus. This 1,031,217 gross square foot facility shares a 504 acre campus with the EPA at Research Triangle Park, NC. The NIEHS has operational ties to the EPA because they share a Central Utility Plant, Medical-pathological incinerator and hazardous waste handling facility. All of these functions are operated by the NIEHS' Facilities Engineering function, costs are shared through Inter-Agency Agreements. The NIEHS Facilities activity operates independently of the Office of Research Facilities Development and Operations (ORF) with respect to day-to-day operation of the NIEHS Campus.

1.3.3 ROCKY MOUNTAIN LABS, HAMILTON, MONTANA

Rocky Mountain Laboratories (RML) in Hamilton, Montana, is a state-of-the-art research facility occupied by world-class scientists with a mission to study infectious microbes that cause disease in humans and animals. The campus occupies 33 acres, includes over 30 buildings and 220,000 gsf of space. Along with its parent organization, the National Institute of Allergy and Infectious Diseases (NIAID), part of the National Institutes of Health (NIH), RML studies helps develop new diagnostics, vaccines, and treatments for diseases caused by the intentional release of pathogens into a civilian population.

A new 100,000 gsf Integrated Research Facility of over 100,000 gsf is slated for completion in 2006 and will house research laboratories as well as offices, conference rooms and break areas. Construction of this facility will allow expansion of studies to help develop new diagnostics, vaccines and treatments for diseases caused by emerging infections and the intentional release of infectious agents into a civilian population.

1.3.4 THE NIH ANIMAL CENTER, POOLESVILLE, MARYLAND CAMPUS

The NIH Animal Center (NIHAC) in Poolesville, MD consists of a 513-acre site in a relatively rural and remote location in Montgomery County, Maryland. These attributes cut two ways. Because the NIHAC is in a rural and remote area it is an excellent location for research animal facilities. There is room and few prying eyes. On the other hand, because it is in a rural and remote area, it is inconvenient for researchers to get to and from the facility. For this reason NIHAC is generally used for long term animal studies, quarantine, large animals, and animals not currently involved in highly researcher interactive studies.

1.3.5 BAYVIEW CAMPUS, BALTIMORE, MARYLAND

The existing Gerontology Research Center (GRC) of the National Institute on Aging is composed of approximately 220,000 gross square feet of space distributed among four floors, the basement and a two-story maintenance wing. The building was constructed in the mid-1960s with occupancy beginning in 1967.

The layout of each of the four floors is similar. Each corridor allows access to the next at both ends of the building. The building contains approximately 92,000 usable square feet of space housing basic science and clinical research laboratories, offices and conference rooms, a library, animal holding and procedure rooms. The animal facilities are AAALAC accredited. The basement space contains freezers for long-term specimen storage and limited storage of other materials and records.

The Gerontology Research Center (GRC) is adjacent to the Johns Hopkins Hospital Bayview Medical Center. This location facilitates collaborations with John Hopkins Medical Institutions and other medical institutions.

1.3.6 LEASED FACILITIES IN MONTGOMERY COUNTY, MARYLAND

Most of extramural research management activity and central services offices that do not "need" to be on the Bethesda Campus are located in leased facilities in Montgomery County, Maryland. These programs need general-purpose office space, which is readily available in the region. Meeting the Agency's requirements for office space through leasing provide another option to support laboratory, animal, and clinical space requirements that could not otherwise be met in government owned facilities.

The NIH also leases laboratory space in Montgomery County. Generally these leased laboratory facilities serve a specific institute and program. These are programs that do not need to be co-located with the programs and "research tools" located on the Bethesda Campus.

1.3.7 LEASED FACILITIES IN RESEARCH TRIANGLE PARK, NORTH CAROLINA

The NIH also leases space in the research Triangle Park, North Carolina area to support its mission. Similar to the situation in the Washington Metropolitan Area, leased space provides NIEHS the space to satisfy a portion of its research support requirements as an option to the construction of government owned capital assets.

1.3.8 ADDITIONAL REQUIREMENTS

There will be BL-4 Research Laboratories at one or more locations and specific maintenance requirements will be negotiated after award.

1.4 QUALITY CONTROL PROGRAM

The SP shall develop a proactive Quality Control Program (QCP) for measuring and attaining quality of performance under this award. The SP's Quality Control Program shall explain the manner in which the SP shall ensure all requirements are being accomplished in accordance with the specifications of this award and industry standards. A sustaining focus throughout the Quality Control Program shall be the attainment of continuous quality improvement. The program shall emphasize deficiency prevention over deficiency detection. The SP's Quality Control Program and any services performed will be accepted by the Government Representative only when in full compliance with clause FAR 52.246-4, "Inspection of Services_Fixed Price." The SP shall demonstrate a concerted effort in improving its QCP to prevent unsatisfactory performance from consistently recurring in any area and to ensure unsatisfactory performance is addressed and rectified in a timely manner.

1.4.1 QUALITY CONTROL PLAN

The SP shall maintain a Quality Control Plan (QCP) describing the Quality Control Program. The SP shall submit an initial QCP with Technical Proposal for evaluation. The SP shall submit the final Quality Control Plan to the Project Officer for approval within 30 calendar days prior to award start date. The SP shall submit any changes in the Quality Control Plan and Quality Control Program to the Project Officer for approval five workdays prior to implementation.

1.4.2 QUALITY ASSURANCE

The NIH Government Representative and NIH Quality Assurance Evaluator (s) will inspect for compliance with Award terms throughout the Award period. Evaluation will be based on the SP's compliance with the requirements set forth in C-5. The QAE will monitor the SP's performance under this award by performing checks as contained in the Quality Assurance Surveillance Plan (QASP) and as outlined in FAR 52.246-5. Typical procedures include random sampling, planned sampling, scheduled inspections, incidents inspections, and validated customer complaints.

1.5 NIH BETHESDA CAMPUS ACCESS

Due to changing traffic requirements brought on by construction, changing missions and security concerns within NIH Campus's, access to the installation is subject to change, sometimes with little or no warning. Inbound and outbound traffic restrictions exist.

The main campus of the National Institutes of Health (NIH) is located in Bethesda, Maryland.

Main mailing address is:

National Institutes of Health
Building 1
1 Center Drive
Bethesda, Maryland 20892

Information about how to get to NIH is located at http://www.nih.gov/about/#visitor. Maps of campus and of the local area are located at http://www.nih.gov/about/maps.html.

1.5.1 VISITORS AND SECURITY

The National Institutes of Health, like all Federal Government facilities, has recently instituted new security measures to ensure the safety of NIH employees, patients, and visitors.

In response to an announcement of a heightened state of security throughout the Federal Government, the following security procedures are in effect at the National Institutes of Health.

1.5.1.1 PERIMETER SECURITY

U.S. Department of Homeland Security Threat Advisory Yellow:

To enter the campus, all visitors must present one (1) government-issued photo ID (i.e. Federal employee badge, driver's license, passport, green card, etc.). Visitor vehicles will be inspected at the campus perimeter.

To enter the campus, all employees (including SP) must present one (1) government-issued photo ID (i.e. Federal employee badge, driver's license, passport, green card, etc.).

U.S. Department of Homeland Security Threat Advisory Orange:

To enter the campus, all visitors/employees (including SP employees) must present one (1) government-issued photo ID (i.e. Federal employee badge,

driver's license, passport, green card, etc.). Visitor/employees (including SP employees) vehicles will be inspected at the campus perimeter.

U.S. Department of Homeland Security Threat Advisory Red:

During Threat Advisory Red the access to NIH campuses is extremely limited to minimum employees to support campus infrastructure. Upon award the government will coordinate employee access with the SP for minimum authorized/essential employees during condition Red.

1.5.1.2 BUILDING SECURITY

Many on-campus buildings will have limited entrance points (typically the "main" entrance). Buildings 10, 31, 38, and 45 will retain multiple entrance points. Visitors/employees must show one (1) government-issued photo ID (i.e. Federal employee badge, driver's license, passport, green card, etc.). Visitors/employees must show two (2) ID's during Homeland Security condition orange. All employees and should be prepared to have their personal belongings inspected and go through a metal detection inspection (magnetometer, wand, etc).

All visitors must be escorted to and from their destination within all buildings by an NIH employee.

1.5.1.3 GETTING ON AND OFF CAMPUS

All visitors including patients, Service Provider, contractors, vendors and delivery persons must use the following two entrances at NIH Campus Bethesda:

Rockville Pike and South Drive — enter and exit 24 hours daily

Old Georgetown Road and Center Drive — open as follows:

WEEKDAYS
From 5 a.m. to 2 p.m. Lane 2 will be a transitional lane under police direction. The west end of Center Drive closest to Old Georgetown Road will be used as an Exit lane. The eastern segment will be used as an entrance/thoroughfare for NIH Employees displaying a valid parking permit and employee ID.
From 2 p.m. to 9 p.m. Lane 2 will be EXIT only

WEEKNIGHTS
This entrance will be closed to incoming traffic at 7 pm. Open for outbound traffic until 9 pm. Closed to all incoming and outbound traffic from 9 pm through 5 am the next weekday morning.

WEEKENDS
This entrance will be closed to all incoming traffic at 7 pm and all outbound traffic at 9 pm Friday. Entrance will then remain closed to all traffic through 5 am Monday.

HOLIDAYS
The hours of operation will vary depending on whether the holiday falls on a Monday or a weekday other than Monday.

For holidays falling on a Monday: This entrance will be closed to incoming traffic at 7 pm Friday evening prior to the Monday holiday. Open for outbound traffic until 9 pm. Closed to all incoming and outbound traffic from 9 pm Friday through 5 am Tuesday.

For holidays falling on a weekday other than Monday: This entrance will be closed to incoming traffic at 7 pm on the evening prior to the holiday. Open for outbound traffic until 9 pm on the evening prior to holiday. Closed to all traffic from 9 pm the evening prior to the holiday through 5 am next regular workday.

Visitors may exit the campus using these additional exit points:

1. Rockville Pike and Center Drive — exit 6:00 a.m. until 7:00 p.m.
2. Old Georgetown Road and Lincoln Drive — exit 6:00 a.m. until 7:00 p.m.
3. Rockville Pike and Wilson Drive — exit only 3:00 p.m. until 7:00 p.m.

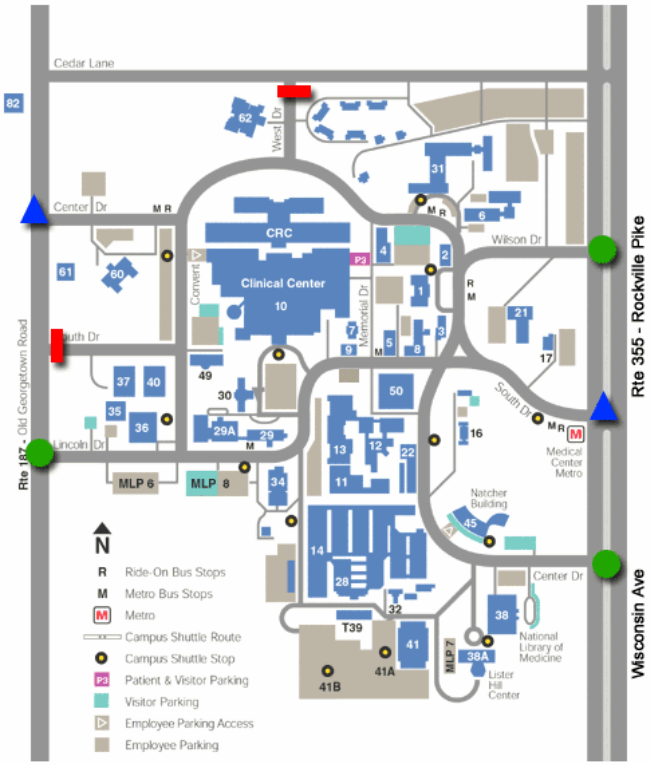
All visitor vehicles, including taxicabs, hotel and airport shuttles, delivery trucks and vans will be inspected before being allowed on campus. Visitors will be asked to show a photo ID and state the purpose of their visit. Be sure to allow extra time for this vehicle inspection procedure.

Please note: visitor parking is limited at NIH. Visitors are encouraged to use public transportation such as the Metrorail subway system which has a convenient stop (Medical Center) on the NIH campus.

1.5.1.4 PARKING AND TRANSPORTATION

Visitors at NIH Campus Bethesda must park in designated visitor parking lots. Patients may park 24 hours a day, 7 days a week in the Clinical Center garage, P-3 level. Vehicles will be inspected prior to parking in any underground or multi-level garage.

NIH Campus Access



In accordance with the Department's directive to increase security in all HHS facilities and to ensure the safety of the NIH staff, we have increased security for campus access.

Legend

Employee Entrance Only (6am - 7pm)

Visitors, Deliveries and Employees

- South Drive Entrance (24 / 7)
- Center Drive Entrance (Variable Hours: See Center Drive Access for details)

Closed Entrances (until further notice)

This page last updated on 21 Feb 2002

Public buses are no longer allowed to circulate on campus. Visitors arriving by bus will be dropped off at the NIH/Medical Center Metro stop at Rockville Pike and South Drive. Patients and visitors on official business can then ride the Campus Shuttle to the Clinical Center and other designated shuttle stops on the campus.

1.5.1.5 ACCESS TO NIH BUILDINGS

All visitors should be prepared to show a photo ID, log in and out at building entrances, wear a visitor's pass or have an employee to escort them through the building. Visitors may be required to pass through a metal detector and have bags, backpacks or purses inspected or x-rayed as they enter buildings.

Security staff will be looking for and confiscating any suspicious or potentially dangerous materials. U.S. Code prohibits bringing any dangerous weapons onto Federal property, including anything with a blade longer than 2 ½ inches. Meeting participants may want to leave extra bags or personal materials at their hotel to minimize the time needed for inspection.

Visitors may need to call for an employee to escort them through the building.

Vendors and contractors with frequent official business at NIH can be issued special temporary IDs. You must provide an original letter on company letter head or a memo from your NIH Project Officer justifying your need for a temporary ID. The letter/memo must contain your full name and date of birth and must be presented in person with a valid photo ID at the NIH Parking Office in Building 31C, B3 level, Monday through Friday, 7:30 a.m. - 4:30 p.m.

1.5.1.6 CARDKEY SERVICES

Access to most buildings on the NIH enclave is controlled by the use of a card access control system. The Security Section, CPB, DPS is responsible for the issuance of the card keys used with this system and programming parameters to lock/unlock controlled doors automatically at predetermined times.

All employees requiring building access during security hours (normally 6 p.m. to 6 a.m.) should contact their IC Cardkey coordinator and/or administrative officer to submit the completed NIH Form 2450, "Request for Cardkey and Record of Registration," to the CPB, Building 31, room B3B16.

Cards are individually assigned and are authorized for use by the cardholder only.

For individual cards that fail to work, contact the CPB at 6-9818. Cracked and/or broken card keys should be returned to the IC Cardkey coordinator who must

submit an NIH Form 2450 to the CPB, along with the damage card, for replacement.

Lost/stolen card keys should be reported to the CPB as soon as possible so they can be programmed out of the system, thus preventing use by an unauthorized person. Notify the IC Cardkey coordinator to submit an NIH 2450 to obtain a replacement card.

Cards issued to employees who have transferred or separated from NIH, or who no longer have a need for them, must be returned to the CPB, Building 31, room B3B16. Card keys are not transferable and until returned are the responsibility of the person to whom issued.

1.5.2 FEDERAL HOLIDAYS

Federal Holidays observed include:

- Christmas Day
- Columbus Day
- Independence Day
- Labor Day
- Martin Luther King Day
- Memorial Day
- New Year's Day
- President's Day
- Thanksgiving Day
- Veteran's Day
- Inaugural Day (Washington DC area only)

1.5.3 OTHER CLOSURES

- U.S. Department of Homeland Security Threat Advisory RED
- For inclement weather closings at NIH Campus Bethesda the SP shall follow Office of Personnel Management guidance at the following. http://www.opm.gov/status/index.asp. Essential SP personnel to maintain campus infrastructure at all NIH supported sites will be identified after award.

1.6 SECURITY

The SP shall report any security violations to the Government Representative or designee immediately. The SP shall ensure compliance with the following regulatory guidance:

1.6.1 INSTALLATION SECURITY FOR NATIONAL INSTITUTES OF HEALTH

Security Plan for:

Contractors employed by the National Institutes of Health, and/or other Governmental agencies on Behalf of the National Institutes of Health

1.6.1.1 INTRODUCTION

This document provides a guide to security procedures that must be adhered to by all individuals, companies, and their employees under award with the National Institutes of Health (NIH), or other entities employed by or on behalf of the National Institutes of Health.

The overall mission of the NIH is science in pursuit of fundamental knowledge about the nature and behavior of living systems, and the application of that knowledge to extend healthy life and reduce the burdens of illness and disability.

A consistent and vigilant approach to overall security will enhance the NIH mission, and address the concerns of its employees and those of its contractors.

1.6.1.2 METHODOLOGY AND GOALS

1.6.1.2.1 GENERAL

This security plan defines both physical and administrative security procedures for the duration of the award/project. The plan will provide a guide to defining the level of security required for the award/project, and outlines an approach to overall award/project security that is consistent with the goals contained in existing NIH regulations and policies.

The plan seeks to achieve the following security goals:

Screen award/project workforce consistent with NIH policies and procedures. Maintain award/project information confidentiality to the greatest extent that is practical.

The plan may be modified from time to time if more effective procedures are required to achieve NIH security objectives.

1.6.1.2.2 PERSONNEL

Each company involved in the award/project will be responsible for ensuring that all personnel working on the project undergo a personnel security screening to determine their suitability to access NIH facilities, information, and data.

Generally, the security plan seeks to require personnel clearance procedures that are consistent with guidelines used by the NIH. For this purpose, the plan distinguishes between 1) employees that are involved in sensitive duties, and 2) employees that are not involved with sensitive duties. Accordingly, the NIH will use two levels of security screening for sensitive positions, and one level for non-sensitive positions, in order to determine award/project suitability:

1) Completion of a background questionnaire and assorted forms ("long form" screening), as well as a credit check is required for employees with direct management responsibilities on the award/project, and/or requiring access to Law enforcement Sensitive information.

2) A police check (single, "short form" screening) is required for all other employees expected to work on the award/project.

A history of acts of violence, arrests for firearms or explosives violations, illegal alien status, or any felony convictions will disqualify personnel from award/project participation. Also, any conviction for tax evasion may disqualify individuals subject to the "long form" background screening described in #1 above. This is not all-inclusive criterion. Other significant concerns as may be determined by the NIH could preclude participation in this award/project. The NIH will designate a representative or representatives who will be allowed access to all security records. All security information shall be treated as confidential information and stored in a secure, locked file cabinet.

1.6.1.2.3 COMMUNICATION

The following procedures will be exercised to maintain an acceptable level of communication security on the award/project:

Telephone use for verbal and facsimile communication will not be restricted with the exception that "sensitive, but unclassified" (SBU) data or information may not be discussed or exchanged over the phone or transmitted over facsimile. Electronic mail (E-mail) may be utilized if commercially available encryption software is used. For consistency, single software will be designated by the NIH for use by all appropriate personnel assigned to the award/project. The software will be compatible with Microsoft Outlook.

Drawings and other electronic design files, identified by the government as "Security Sensitive", may be transmitted via e-mail, provided the designated encryption software is utilized.

Use of commercial delivery services or the US mail will not be restricted except "Security Sensitive" material must be transmitted by a service that requires a receiving signature.

The NIH shall maintain a current list of persons authorized by the government to send and receive "SBU" information, and will have primary responsibility for its contents.

Information having Privacy Act or proprietary implications, i.e., firings, performance evaluations, contractor bids, etc., should be handled with discretion and not transmitted in the clear.

1.6.1.2.4 FILES AND INFORMATION PROTECTION

Each company, or individual employed on the award/project shall exercise due diligence to protect project information identified by the government as "Security Sensitive". The following are minimum administrative procedure requirements.

1) Electronic Security: If computer area networks are used for performing administrative or technical work, electronic partitions must be installed to limit access by non-award/project personnel to protect electronic files. Electronic files shall be organized to allow complete purging of the project files at the conclusion of the award/project to avoid retention of latent files.

2) Paper Document Security: File cabinets used by award/project members shall be secured by lock during non-business hours. Access to the files shall be limited to individuals specifically assigned to the award/project, and have authorized access to the files. "Sensitive, but unclassified" documents shall be maintained in segregated locked storage with access controlled and limited to individuals with a specific need to use the information. Duplication of "Security Sensitive" documents shall be limited with all copies numbered and recipients documented. All copies of "Security Sensitive" logs and documents shall be turned over to the NIH at the conclusion of the award/project.

3) Project Waste: All waste paper from the project shall be shredded by use of a crosscut shredder. Diskettes and tape cassettes should be dismantled and similarly shredded.

1.6.1.2.5 PRESS RELEASES AND INTERVIEWS

Any information released by a member of the award/project, including press releases, advertisements, solicitations, etc. must be reviewed and approved by the NIH, and/or a designated representative of the NIH. All award/project members are prohibited from the publication or other public release of project information without the written authorization of NIH.

1.6.1.2.6 GENERAL CONFIDENTIALITY

The NIH has general confidentiality concerns about allowing certain general award/project information to be easily obtained by potential adversaries of the NIH and/or the U.S. Government. Therefore, discussion of building specifications, project schedules, data, phone numbers, or security systems, should be strictly limited to those with a need to know the information in order to accomplish award/project responsibilities. This should be done in a manner that discourages availability to anyone not directly connected with the award/project. All requests for specific data (as mentioned above), and any information from sources external to the award/project shall be referred to the NIH, or the designated NIH award/ project representative.

1.6.1.2.7 NON-SENSITIVE MATERIAL

All award/project information, hard copy or electronic, not rising to the level of "Sensitive, but Unclassified" shall be safeguarded in a manner which encourages its use by only those individuals involved in the project, and discourages relatively easy acquisition by unauthorized persons.

1.6.1.2.8 SENSITIVE, BUT UNCLASSIFIED (SBU) MATERIAL

"SBU" information is that which requires a degree of protection commensurate with the possible risk or magnitude of loss or harm that could result from its inadvertent or deliberate disclosure, alteration, or destruction. The release of SBU data to the general public is prohibited. If released, SBU information could result in injury or unfair treatment of any individual or group, or could impact negatively on the Government's mission. The following information should be considered Sensitive, but Unclassified without further identification by the Government:

1. Any mission-related information defined or labeled as "Security Sensitive", to include:

    a. All documents that contain basis of design information on structural systems for projects identified by the government as "Security Sensitive"
    b. Active security system design documents;
    c. Passive security system design calculations, narratives, and other support information.

2. Information on individual NIH employees

3. Information bearing proprietary or Privacy Act implications.

4. Patient confidentiality.

Information or documents not defined by items 1 through 3 above shall be designated SBU only if specifically identified by the NIH.

1.6.2 AUTOMATED INFORMATION SECURITY (AIS) PROGRAM

AIS program includes several general principles that will be mandatory requirements for all companies, or award/project personnel utilizing AIS systems. They require an AIS system design and administration that:

- Denies unauthorized AIS access.
- Restricts legitimate users to data or processes for which they are authorized.

Each company, or individual employed on the award/project shall submit an electronic security memorandum describing its approach to meeting the above stated general goals and maintaining confidentiality of award/project electronic files. The memorandum shall describe security within the project, and also will describe its intrusion prevention and detection methodology to prevent access to AIS information from outside or unauthorized sources. The memorandum will be reviewed and approved by the NIH. At the conclusion of the award/project, all participants maintaining electronic files on the project shall erase those files from their systems and destroy any printed copies of the data, along with relevant back-up media. Each company, or individual employed on the award/project shall submit an affidavit that affirms all electronic files have been purged and destroyed as required, and that no copies of back-up media relating to the project, including printed copies, currently exist.

SECTION C-2
DEFINITIONS/ACRONYMS/ABBREVIATIONS

2 GENERAL DEFINITIONS

The following list provides definitions for terms found throughout this document or commonly used in the distribution process:

Acceptable Quality Level (AQL)	Acceptable Quality Level (AQL) is maximum acceptable deviation from standard, expressed in terms of a percentage of a lot.
Accountable Property	GFP subject to FAR Part 45 and its rules of accountability.
Administrative Officer (AO)	Fiscal authority responsible for committing funds for IC funded projects, obtaining proper safety or space use clearances, deactivating local area network and telecommunicating services and concurring with the project budget, schedule and scope.
ADP Clearance Categories II	II: Those positions in which the incumbent is responsible for directing, planning, designing, operating, or maintaining a computer system and whose work is technically reviewed by a higher authority of the ADP I category to ensure integrity of the system.
ADP Clearance Categories III	III: All other positions involved in computer activities not covered in ADP I and ADP II.
ADP Clearance Category I	I: Those positions in which the incumbent is responsible for the following: planning, directing, and implementing a security program; and directing, planning, and designing a computer system including hardware and software. The incumbent is also able to access a system during the operation or maintenance in such a manner that the system would be gravely damaged or the incumbent would realize significant personal gain.
Approved drawings	Drawings (and specifications where applicable) that form part of the construction contract. The drawings are considered approved when the title sheet has been signed by the Institute or Center technical point of contact, the Project Officer (attesting that all peer reviews identified on the quality assurance plan are complete), Fire Prevention, and Safety.

Automated Monitoring System	A computerized central monitoring-alarm-recording system which continually scans a multitude of environmental and support parameters.
Commissioning	Validation of installed building systems and equipment as defined by criteria established in the design drawings and specifications.
Construction Contract documents	Technical elements of the construction contract, including specifications, drawings, addenda, and any other technical information required for the project.
Construction Contract drawings	Complete construction drawings indicating all aspects of the work required for a specific project.
Construction Contract specifications	Complete construction specifications developed by the architect/engineer for a specific project, prepared in conjunction with the project drawings. The project specifications and final drawings are used for bidding purposes and construction.
Construction quality control (CQC)	Construction contractor's system of operations for managing, controlling, and documenting his own, his supplier's, and his subcontractor's activities to comply with contract quality requirements.
Construction schedule of values	Coded information identifying the cost to perform each work activity consistent with the project schedule. The schedule of values becomes the accepted cost-loaded format from which monthly progress payments are made.
Construction Shop drawings	Construction contractor's drawings, data, or other documentation made specifically for a project for use in fabrication or installation. Examples are project-specific diagrams, performance curves, data sheets, schedules, templates, patterns, reports, calculations, instructions, measurements, and similar information not in standard printed form.
Continuous Service	Service is to be provided on a 24 hour per day, 365 (or 366) days per year, uninterrupted basis, including all Government holidays.
Contract Discrepancy Report (CDR)	A formal, written documentation of Contractor nonconformance or lack of performance for contracted work.
Contracting Officer's Representative (COR)/Contracting Officer's Technical Representative (COTR)	An individual designated and authorized in writing by the CO to perform specific technical or administrative functions

Critical Equipment and Facilities	Those items of equipment and facilities that must operate continuously to support critical missions. Failure of the equipment or facilities in meeting the design output requirements or award terms may affect the Government mission capabilities; the health and welfare of Government personnel; or damage Government equipment, property, or research programs. Emergency or urgent service calls are often required to restore the critical equipment to optimum operating condition and to provide the output required.
Critical Path Method (CPM)	Computerized project schedule indicating detailed network construction activities, submittal and approval of samples and shop drawings, procurement of critical materials, equipment, and fabrication of special materials.
Critical Services	Those services such as steam, high temperature hot water, chilled water, supply air at required conditions of temperature and humidity, exhaust air, temperature controls, electrical power, emergency power, and other services as required to maintain critical environmental conditions of temperature, humidity and design air flows.
Deduction	Money deducted from the Service Provider periodic invoices for non compliance with award requirements.
Defect	Each instance of noncompliance with an award requirement. A defect may be caused by either nonperformance or poor performance. Each defect is subject to reperformance or deductions as described hereinafter.
Defective Service	A unit of service that does not conform with specified requirements.
Deficiencies and Omissions (D&O)	Noncompliance with award documents.
Depreciated Replacement Value	Original value of equipment, facilities and vehicles less depreciation incurred as the result of normal wear and tear, but not to be less than the market value of equipment, facilities and vehicles of the same age and condition.

Design Quality Control	Design A/E's system of operations for managing, controlling, and documenting his own, his supplier's, and his subcontractor's activities to comply with contract quality requirements
Designee	The individual(s) designated and authorized in writing by the CO to perform specific technical or administrative functions.
Earned Value Analysis	Earned value is a management technique that relates resource planning to schedules and to technical cost and schedule requirements. All work is planned, budgeted, and scheduled in time-phased "planned value" increments constituting a cost and schedule measurement baseline. There are two major objectives of an earned value system: to encourage contractors to use effective internal cost and schedule management control systems; and to permit the customer to be able to rely on timely data produced by those systems for determining product-oriented contract status.
Environmental Parameters	Those environmental conditions that are to be maintained in specified areas which are necessary to ensure the integrity of ongoing research programs and experiments. Failure to maintain these conditions may cause irreparable harm to ongoing research and experimentation and may result in the assessment of damages, as specified in the PWS.
Facilities Property	Including plant equipment and real property, used for production, storage, maintenance, development, or testing. It does not include materiel, special test equipment, special tooling, or agency-peculiar property.
Final inspection	Government's final review to determine if substantial completion has occurred.
Funding source	Organization providing funding for the work to be performed.
General contractor (GC)	Firm under contract to the government to provide construction or alteration services. The GC may hold subcontracts.
Government	Federal government, including the NIH.

Government Furnished Property (GFP)	All Government facilities, property, and supplies provided to the Service Provider to be used and/or expended by the Service provider in carrying out responsibilities set forth in this award. Ownership of GFP remains that of the Government at all times (unless and until consumed and expended in the normal course of business) and all GFP must be returned or accounted for upon completion of the award terms as set forth in this award.
Government Furnished Support Equipment	Government-owned equipment used to maintain and operate the facilities including, but not limited to, such items as shop equipment, specialized tools, and specialized vehicles.
Government Representative	Any representative of the government acting on behalf of the government as assigned in various capacities including but not limited to CO, COTR, AO, AHJ and persons performing other government activities who are either government employees or contracted employees not of this award.
Guide specification	Document describing the standardized format, scope, and content of project specifications for a specific product, group of products, or construction procedure. A guide specification is designed to be edited by the architect/engineer to suit the needs of a particular project. Guide specifications are never to be referenced in the project specifications.
Hazardous Materials (HAZMAT)	The Code of Federal Regulations (CFR 49) identifies hazardous materials as a substance or material that the Secretary of Transportation has determined to be capable of posing an unreasonable risk to health, safety, and property when transported in commerce. This is expanded to include items of supply (substances or materiel) that, because of its quantity, concentration, physical, chemical, or infectious characteristics, may either cause or significantly contribute to serious, irreversible, incapacitating illness or an increase in mortality. HAZMAT may also pose an environmental threat when improperly treated, stored, transported, disposed of, or otherwise managed.

Hazardous Substance	Any substance designated under the Clean Water Act and the Comprehensive Environmental Response, Compensation, and Liability Act (CERCLA) as posing a threat to waterways and the environment when released (US ESP 40 CFR 302).
Industry Standards	Practices, procedures, or standards that are common within an industry or trade and which a reasonable and prudent person knowledgeable of that industry or trade would find acceptable as a measure of quality or acceptable procedure and which may or may not be defined in writing. May also be referred to as "standard commercial procedures" or "standard industry procedures."
Installed Building Equipment	Those systems and items of equipment and furnishings that are installed and permanently affixed to the buildings which are required to make the facility usable and are affixed as a permanent part of the structure.
Institute or Center (IC)	NIH organization dedicated to a focused area of research.
Intentional and/or Flagrantly Negligent Defective Performance	Performance which is rendered by the Service Provider under circumstances where the Service Provider knows or should have known that its action or inaction, or that of its employees or subcontractors, would result in defective performance. Performance which is determined by the Government to be intentional and/or flagrantly negligent performance can be rejected by the Government, notwithstanding that it does not exceed the AQL. The Service Provider must reperform all intentionally and/or flagrantly negligent defective work.
Limited Access Areas	Areas specifically marked by limited access signs such as vivarium, radioisotope rooms, zebrafish rooms, imaging equipment rooms etc. are maintained for controlled research. These areas require specific clearance and monitoring of personnel entering the areas. Service Provider personnel are subject to applicable NCTR standard operating procedures while in these areas.
Lot Size	The number of product or service outputs in a lot.

Lot/Population	A collection of product or service outputs from which a sample is to be drawn and inspected to determine performance in accordance with established standard(s).
Maintenance	Includes preventive maintenance and repair of plant, equipment, and utilities.
Maintenance Repair	Work which is required to repair or maintain equipment, systems and facilities in an existing condition, or restore equipment, or systems to initial or useable condition by overcoming the effects of wear and tear, disaster, damage or deterioration. This includes replacement of other expendable items such as filters, bearings for motors, boiler tubes, fuel and ash piping, valves, gauges, etc. Repair of installed equipment and utility systems in accordance with manufacturers' recommendations or standards within the industry, to restore it to its proper operating condition.
Manufacturers' Recommendations and Standards	Procedures recommended by the manufacturer of an item of equipment or material, conformance with which shall provide the most effective maintenance or best use of the item, and which shall preserve warranty rights, if available.
Master list	List of all controlled documents in the Design, Construction, and Alteration Branch quality system.
Non-process Institute Equipment	Non-scientific equipment used throughout the Center in laboratories, support areas, and administrative areas. This category includes, but is not limited to, facility support equipment and machinery (such as refrigerators, freezers (conventional and low temperature), dishwashers, fume hoods, ice makers, ovens, water stills, water purification systems, and walk-in coolers), shop machinery and equipment, and plant machinery and equipment.
Operation	Operation includes the daily or other periodic starting, stopping, adjusting, inspecting, lubricating, etc., of all plant and distribution system equipment and systems covered under this award.

Operation and Maintenance (O&M) manuals	Manuals describing the operation and maintenance of each piece of equipment for each mechanical and electrical system and for other systems and components specified in the technical sections of the award specifications. These manuals contain specific system descriptions; procedures for starting, operating, and shutting down; maintenance and overhaul instructions; performance curves and rating data; complete parts lists, including recommended spare parts; and other requirements.
Operational Support	The providing of all services other than maintenance in accordance with applicable statutes, regulations, and standards as herein prescribed; and in such a manner that Institute programs are allowed to function at optimum levels. For example, operating the utility plants.
Operator Checks and Services	Routine inspections of and services to plant and equipment performed by the operator as a standard part of the operation of the plant or equipment; while similar to preventive maintenance, it is not included in the definition of preventive maintenance.
Performance Period	The period immediately following the transition period, during which the Service Provider shall have full responsibility for carrying out all of the requirements of this PWS.
Phase-In Period	Phase-in periods are commonly used for operations. The period is an overlap period where the incumbent phases out its performance and the selected service provider phases in its performance.
Physical Security	Those actions taken to preserve personnel and property from loss or damage.
Preconstruction meeting	Meeting of representatives of the construction contractor, the Contracting Officer, the COTR, and other representatives such as the architect or engineer of record, Institute or Center point of contact and Safety. The meeting agenda includes discussion of the roles and responsibilities of assigned personnel; contract scope; specifications; quality control; government inspection; project cost and schedule; and provisions for the implementation of all safety, health, and environmental requirements.

Preventive Maintenance	Scheduled checks and services (including, but not limited to, adjustments, cleaning, calibration, inspection, and equipment servicing) of installed equipment and utility systems at intervals recommended by the manufacturer or standards within the industry to ensure proper and efficient operation with minimum breakdowns, deterioration, or other deficiencies. Preventive maintenance shall also include repairs or other actions taken to correct deficiencies discovered during preventive maintenance inspections.
Product data	Manufacturers' standard schematic drawings, catalog sheets, brochures, diagrams, schedules, performance charts, illustrations, or other standard printed or electronic information on materials, products and systems.
Project Emergency	Any event that can cause harm to personnel and/ or government property/research.
Project file	Collection of documents that provide an audit trail of the activities (project requirements, cost, schedule, quality, subcontractor contracts, performance) relating to a design and construction project. The project file is maintained until administrative closeout. After project closeout, the file is archived for 5 years.
Project milestone	Completion of the design phase or the construction phase as recognized by customers.
Project Quality Assurance	The NIH management system for overseeing the QC management of the Design and Construction Contractor.
Punch List	List developed upon government's final review to determine if substantial completion has occurred.
Quality Assurance (QA)	The functions and associated actions performed by the Government to ensure that award requirements are performed in accordance with specified standards and that an appropriate level of SP quality control activities are in place and operational.

Quality Assurance Surveillance Plan. (QASP)	The plan developed by the Government, specifically for this award, to assure compliance with the award. This plan will be provided to the Service Provider for information purposes only; it will not be made a part of the award nor should it be interpreted as such.
Quality Control (QC)	Those internal management functions that include, but are not limited to, training, documented procedures, inspections, and tests (taken at the point of performance) necessary to ensure that SP products and services conform to PWS requirements, specifications, and standards.
Quality Control. (QC Plan)	Documentation of actions taken by the Service Provider to control the quality of services so that they meet the requirements of this award.
Random Sampling for Extrapolated Deductions	Random Sampling for Extrapolated Deductions (RSED) is a procedure used to apply the results found in a sample to the whole population and to use the percentage of nonconforming work found in the sample as the basis for computing deductions on the total population.
Record drawings	Drawings showing the as-built conditions of constructed facilities.
Request for Contract Action (RFCA)	Request to the Contracting Officer to begin the construction acquisition process. The most common attachments to an RFCA are the RFCA Memorandum, statement of work, independent government estimates and sketches.
Request for Information (RFI)	Written question posed by the construction contractor to Service Provider seeking clarification of contract requirements.
Restricted Area	Those areas in Animal Husbandry and Diet Preparation where Specified Pathogen Free (SPF) conditions are maintained for controlled research. These areas require specific clearance and monitoring of personnel entering the areas. Procedures for these areas require personnel to shower, change into special sterile clothing and mask, and limit movement within animal areas (e.g., must go through cleanup procedure before entering a second animal room). Service Provider personnel are subject to applicable NCTR standard operating procedures while in these areas.

Sample	Consists of one or more service outputs drawn from a lot, the outputs being chosen at random. The number of outputs in the sample is the sample size.
Service Points	A building or structure which uses or has a need for a given utility service.
Service Provider Furnished Property (SPFP)	All property and supplies other than Government Furnished Property required to perform the specified services of this award
Shall (or must)	The use of either of these words specifies that the provision is binding and requires undisputed compliance.
Space Justification Document (SJD)	Formal request for space from an IC to the Space Recommendation Board.
Standard	An acknowledged measure of comparison.
Surveillance	Inspection and documentation regarding delivery of award services as measured against the award specifications.
System	Includes all of the mechanical and electrical equipment; supporting structures; pneumatic, electrical and mechanical types of controls; and auxiliary equipment required to provide a specific function or output.
Tours	Tours involve observing and inspecting operating equipment for proper operation, turning equipment on or off and making adjustments to equipment located throughout the building to ensure system reliability, efficiency, compliance with environmental regulations, to identify and repair equipment and to ensure safe operation.
Transition Period	The time after the effective date of the award and before the date of the start of the full performance period, during which the Service Provider shall prepare itself for full award performance.
TRIRIGA	Computer-aided facility management tool used to manage, monitor, record, and analyze building floor plans for facilities to permit efficient, utilization, allocation, and classification of space.
Unassigned Space	Space that is not for the "exclusive use" of a single NIH IC tenant. Not assigned typically includes shared corridors, lobbies, bathrooms, utility closets (janitor, LAN, telephone), stairs, and other non NIH leased space that is used by the property manager.

Unsatisfactory Performance	Performance not in compliance with industry standards.
Watches	Watches involve performing certain tasks required for the operation of boilers, chillers, compressors, and related equipment in a central location to ensure safe and reliable operations, compliance with environmental regulations and cost efficiency in operations. Watches include, but are not limited to: starting equipment, checking at designated intervals all operating equipment in the area, recording readings, shifting equipment and loads, and making adjustments at the central control center, and taking water samples, making tests and adding chemicals as required. A watch does not mean that the operator stays in the same location for an entire shift. The time spent is that required to perform the tasks outlined herein and as indicated on a Watch Sheet and Operator Assignment Sheet.

2.1 ACRONYMS AND ABBREVIATIONS

2.1.1 STANDARD ACRONYMS AND ABBREVIATIONS

Acronyms and abbreviations as used throughout this PWS are listed for your information and reference:

24/7	24 Hours a day, 7 days a week, 365 days a year
A/E	Architect/Engineer
AAALAC	Association for Assessment and Accreditation of Laboratory Animal Care
AABC	Associated Air Balance Council
ACRF	Ambulatory Care Research Facility
ACU	Animal Care and Use
ADA	Americans with Disabilities Act of 1990
ADAAG	Americans with Disabilities Act Accessibility Guidelines
ADB	Administrative Database (Delpro)
ADP	Automated Data Processing
ADPE	Automated Data Processing Equipment
AHERA	Asbestos Hazard Emergency Response Act
AHJ	Authority Having Jurisdiction
AIS	Automated Information Security
ANSI	American National Standards Institute
ANSSC	American National Standard Safety Code
AO	Administrative Officer
APL	Acceptable Performance Level
APPA	Education Facility Officers
AQL	Acceptable Quality Level
ASHRAE	American Society of Heating, Refrigeration and Air-Conditioning Engineers
ASME	American Society of Mechanical Engineers
AT/FP	Anti-Terrorism/Force Protection
BC	Business Center
Bldg	Building
BMBL	Biosafety in Microbiological and Biomedical Laboratories
BOCA	Building Officials and Code Administrators International Inc.
BOD	Beneficial Occupancy Date
BOMA	Building Owners and Managers Association
BPO	Boiler Plant Operator
BSC	Biological Safety Cabinet
Btu	British thermal unit or units

CA	Computer Associate
CADD	Computer Aided Design and Drafting
CAN	Common Accounting Number
CAR	Corrective Action Request
CAS	Central Accounting System
CCB	Construction Contracting Branch
CERCLA	Comprehensive Environmental Response, Compensation, and Liability Act
CFM	Cubic Feet per Minute
CFR	Code of Federal Regulations
CIT	Center for Information Technology
CLIN	Contract Line Item Number
CO	Contracting Officer
COB	Close of Business
CONUS	Continental United States
COR	Contracting Officer Representative
COTR	Contracting Officer Technical Representative
COTS	Commercial Off-the-Shelf
CPM	Critical Path Method
CQA	Construction Quality Assurance
CQC	Construction Quality Control
CQM	Construction Quality Manager
CRC	Clinical Research Center
CRDS	Chemical Recycling and Disposal Service
CSI	Construction Specification Institute
CVRP	
D&O	Deficiencies and Omissions
DGN	Computer Vectorized Drawing File Type
DOT	Department of Transportation
DPS	Division of Public Safety
DQ	Data Query
DQC	Design Quality Control
DS	Division of Safety
DWG	Computer Vectorized Drawing File Type
Dwg (s)	Drawing (s)
EMB	Emergency Management Branch, Division of Safety
EPA	Environmental Protection Agency
EPS	Executive Plaza South

ESWB	Emergency Switchboard
FAR	Federal Acquisition Regulation
FCI	Facility Condition Index
FDA	Food and Drug Administration
FIC	Fogarty International Center
FICA	Federal Insurance Contributions Act
FIFRA	Federal Insecticide, Fungicide and Rodenticide Act
FP	Terrorist Force Protection
FPCON	Terrorist Force Protection Condition
FY	Fiscal Year
GFE	Government-Furnished Equipment
GFF	Government Furnished Facilities
GFM	Government-Furnished Materiel
GFP	Government-Furnished Property
GFS	Government Furnished Services
GFV	Government Furnished Vehicles
gpd	Gallons Per Day
GPM	Gallons Per Minute
GSA	General Services Administration
HAZMAT	Hazardous Materiel
HEPA	High Efficiency Particulate Air
HHS	Health and Human Services
HMIRS	Hazardous Materiel Information Resource System
HTHW	High Temperature Hot Water
HVAC	Heating Ventilation and Air Conditioning
HW	Hazardous Waste
IAW	In Accordance With
IC	Institute/Center
ICRA	International Register of Certified Auditors
ICRA	Infection Control Risk Assessment
IDIQ	Indefinite Delivery/Indefinite Quantity
ILSM	Interim Life Safety Measure
IMPAC	International Merchant Purchase Authorization Card (Purchase card for the government)
IRCA	International Register of Certified Auditors
ISSA	Interagency Service Agreement
ISSO	Information System Security Officer

IT	Information Technology
JCAHO	Joint Commission for the Accreditation of Healthcare Organizations
JHCS	Joint Hazard Classification System
JOFOC	Justification for Other than Full and Open Competition
Kv	Kilo Volt
KVA	Kilo Volt Ampere
Kw	Kilowatt
LAN	Local Area Network
MASU	Material Acquisition and Supply Unit
MDE	Maryland Department of the Environment
MHE	Materiel Handling Equipment
MIS	Management Information System
MOU	Memorandum of Understanding
MPW	Medical Pathological Waste
MR	Management Representative
MSDS	Material Safety Data Sheet
MVA	Mega Volt Amps
NACI	National Agency Check with Inquiries
NACUBO	National Association of College Business Officers Association of Higher
NAVFAC	Naval Facilities Engineering Command
NCI	National Cancer Institute
NCRR	National Center for Research Resources
NEC	National Electric Code
NEI	National Eye Institute
NEPA	National Environmental Policy Act
NFPA	National Fire Protection Agency
NFPC	National Fire Protection Code
NHGRI	National Human Genome Research Institute
NHLBI	National Heart, Lung, and Blood Institute
NIA	National Institute on Aging
NIAAA	National Institute on Alcohol Abuse and Alcoholism
NIAID	National Institute of Allergy and Infectious Diseases
NIAMS	National Institute of Arthritis and Musculoskeletal and Skin Diseases

NICHD	National Institute of Child Health and Human Development
NIDA	National Institute on Drug Abuse
NIDCD	National Institute on Deafness and Other Communication Disorders
NIDCR	National Institute of Dental and Craniofacial Research
NIDDK	National Institute of Diabetes and Digestive and Kidney Diseases
NIEHS	National Institute of Environmental Health Services
NIGMS	National Institute of General Medical Sciences
NIH	National Institutes of Health
NIHAC	National Institutes of Health Animal Center
NIHITS	National Institutes of Health Integrated Training System
NIMH	National Institute of Mental Health
NINDS	National Institute of Neurological Disorders and Stoke
NINR	National Institute of Nursing Research
NLM	National Library of Medicine
NLT	Not Later Than
No (s)	Number (s)
NOI	Notice Of Intent
NOT	Notice Of Termination
NPDES	National Pollution Discharge Elimination System
NSF	Net Square Feet
NTE	Not To Exceed
NTP	Notice To Proceed
O&M	Operation and Maintenance
OACU	Office of Animal Care and Use
OAD	Office of the Assistant Director
OCONUS	Outside the Continental United States
OD	Office of the Director
OFM	Office of Financial Management
OFP	Office of Facilities Planning
OPSEC	Operations Security
ORF	Office of Resource Facilities Development & Operations
ORM	Office of Resource Management
ORS	Office of Research Services
OSHA	Occupational Safety and Health Administration
PBR	Performance Based Requirements
PC	Personal Computer
PDL	Price Determined Later
PE	Professional Engineer

PEPCO	Potomac Electric Power Company
PM	Preventative Maintenance
POC	Point Of Contact
PPE	Personal Protection Equipment
PRS	Performance Requirements Summary
Psi	Pounds Per Square Inch
PWB	Public Works Branch
PWS	Performance Work Statement
QA	Quality Assurance
QASP	Quality Assurance Surveillance Plan
QC	Quality Control
QC/CSP	Quality Control/Customer Satisfaction Plan
QS	Quality System
R&W	Recreation and Welfare
RA	Registered Architect
RAB	Registration Accreditation Board
RAM	Radioactive Material
RCRA	Resource Conservation and Recovery Act
REA	Request for Equitable Adjustment
RFCA	Request For Contract Action
RFI	Request For Information
RFP	Request For Proposals
Rm (s)	Room (s)
ROC	Record Of Call
RPO	Radiation Protection Officer
RQM	Market Requisition
RSED	Random Sampling for Extrapolated Deductions
SA	Security Assistance
SBU	“Sensitive but Unclassified”
SCFM	Standard Cubic Feet Per Minute
SEO	Systems Engineering Office
SF	Standard Form
SF	Square Foot or Feet
SJD	Space Justification Document
SOH	Safety and Occupational Health
SOP	Standard Operating Procedures
SOW	Statement Of Work
SP	Service Provider

SSFAS	Services and Supply Fund Accounting System
TE	Technical Exhibit
THREATCON	Terrorist Threat Condition
TOC	Task Order Contract
UFAS	Uniform Federal Accessibility Standards
UL	Underwriters Laboratory
UN	United Nations
UNICOR	Federal Prison Industries
USC	United States Code
USDOT	United States Department of Transportation
USMP	Utility Systems Management Plan
USNRC	United States Nuclear Regulatory Commission
USPS	United States Postal Service
VRP	Veterinary Research Program
WMSD	Work-related Musculoskeletal Disorders
WSSC	Washington Suburban Sanitary Commission

SECTION C-3
GOVERNMENT FURNISHED PROPERTY AND SERVICES

3 GENERAL INFORMATION

3.1 GOVERNMENT FURNISHED PROPERTY (GFP) AND SERVICES (GFS)

The Government will furnish certain property, i.e., facilities, equipment, vehicles, materials, and services, including utilities and scheduled maintenance that the SP, in its discretion, may accept or reject. GFP consists of Government Furnished Facilities (GFF), Government Furnished Equipment (GFE), Government Furnished Vehicles (GFV), and Government Furnished Material (GFM). GFP is listed in TE-1 series through TE-5 series. GFP shall be used to perform work in the PWS and is for official Government business only.

3.1.1 USE AND SAFEGUARDING OF GFP AND GFS

GFP and GFS may be used solely and exclusively for performance of work under this PWS, and for no other purpose whatsoever. The SP shall safeguard GFP and take reasonable precautions to prevent fraud, waste, and abuse. The SP shall designate at least one primary and one alternate custodian whose responsibility it is to receive, account for, and safeguard GFP.

3.1.2 JOINT INVENTORY

The SP and a team of Government Representative(s) shall inspect GFP and inventory within 30 calendar days of the start of the transition period, and 10 calendar days prior to the end of the performance period. The inspection and inventory shall detail the material condition and quantity of such GFP and determine the exact number, location and serviceability of GFE and GFV. The SP shall certify the GFE AND GFV inspections and inventories, assume accountability for all GFP, and subsequently report any discrepancies to the Government Representative. GFP shall not be altered without prior written notification and approval of the Government Representative. The SP, within 5 days of completion of an inspection or inventory, shall notify the Government Representative, in writing, of any disagreement regarding the material condition of GFP, to which the Government Representative will respond within 15 calendar days.

3.1.3 PROPERTY CONTROL PLAN

The SP shall prepare and submit a Government Property Control Plan within 10 days after Award, which shall encompass the requirements contained in this PWS. The SP will update the plan, and submit the revision to the Government Representative, annually.

The Property Control Plan shall include a:

- List all of GFP and GFS and a process for accepting and rejecting of GFP and GFS.

3.1.4 ANNUAL INVENTORY

The SP shall also perform an annual inspection and inventory of GFP, to be conducted during the anniversary month of the initial joint inspection and inventory, and submit a report of same to the Government Representative within 10 workdays of the date they are completed. The report shall indicate shortage, loss, or destruction of and damage and excessive wear and tear to GFP.

- **Note: The SP is liable for shortage, loss, or destruction of and damage and excessive wear and tear to GFP.**

3.1.5 RETURN OF GFP

The SP may, at any time, return GFP it no longer needs for the performance of this PWS; however, returned GFP will not be replaced by the Government, and the unavailability or lack of GFP under these circumstances will not excuse nonperformance, or justify increase in cost to the Government. The SP shall notify the Government in writing of its intent to return GFP.

3.2 GOVERNMENT-FURNISHED PROPERTY (GFP)

3.2.1 GOVERNMENT-FURNISHED FACILITIES (GFF)

The Government will provide the GFF listed in TE-1.9 series for the SP to utilize in the performance of requirements listed in Section C-5. The Government expects the SP in its Technical Proposal to identify which facility space the SP shall require in performance of this award. All excess facility space not utilized by the SP will be reassigned. The SP may, at its own expense, alter or improve GFF, if authorized by the Government Representative, to whom detailed proposals shall be submitted in advance. Alterations and improvements to GFF become property of the Government.

The GFF listed in TE-1.1 series through TE-1.8 series are facilities the SP shall provide services for as listed in Section C-5.

- **Note: The SP is liable for destruction of and damage and excessive wear and tear to GFF utilized by SP in performance of this award.**

3.2.2 GOVERNMENT-FURNISHED EQUIPMENT (GFE)

The Government will provide the GFE listed in TE-2.1 series (SPE) in “as is” condition to utilize in the performance of the requirements listed in Section C-5. TE-2.2 series (SPME) list equipment the SP must maintain IAW Section C-5. Upon termination of the Award, the SP shall return all GFE listed in TE-2.1 series to the Government in the same condition as received, with the exception of normal wear and tear, or provide like kind replacement equipment acceptable and at no additional cost to the Government. After Award, the SP may, with the approval of the Government Representative, provide non-Government furnished equipment, provided that labor costs are reduced and overall efficiency is promoted thereby. The SP shall perform work listed in the PWS regardless of the availability of GFE.

3.2.2.1 MISSING, STOLEN, LOST, AND RECOVERED PROPERTY

The SP shall comply with all Government rules and regulations, contained in Section C-6 and elsewhere in this PWS, pertaining to GFE lost, missing, stolen, damaged, abused (excessive wear and tear), or destroyed while in the SP's possession.

3.2.2.2 WARRANTIES

The Government will furnish warranty information on all GFE. GFE under manufacturer's warranty shall be operated, maintained, and repaired in accordance therewith, and the SP shall report to the Government Representative any difficulties encountered in exercising manufacturers' warranties. The SP shall not repair GFE under warranty without the Government Representative's approval. Repair and replacement of non-GFE is the sole responsibility and expense of the SP.

3.2.2.3 REPAIR VS. REPLACEMENT

GFE shall not be replaced if it can be repaired or rebuilt, to return it to the condition existing at the time it was accepted by the SP. If the repair estimate exceeds 50% of the replacement cost, the SP shall contact the Government Representative for approval to replace the item. The Government Representative will closely monitor repair and replacement of GFE.

3.2.2.4 DISPOSAL, SALVAGE, RECLAMATION, AND RECYCLING

SP shall utilize NIH Form 649 "Report of Property Transfer" to initiate the disposal, salvage, reclamation or recycling of GFE. See the following site for instructions and form: http://www.olao.od.nih.gov/property/disposal.html

3.2.3 GOVERNMENT-FURNISHED VEHICLES (GFV)

3.2.3.1 GENERAL AND SPECIAL PURPOSE VEHICLES

GFV will be provided to the SP to transport personnel, material, and equipment as may be required for the performance of work, and only for the performance of work, under this PWS. GFV vehicles are listed in TE-5 series.

3.2.3.2 VEHICLE OPERATION

The SP shall be responsible and liable for the operation and condition of all GFV. The SP shall keep records of and account for all GFV.

3.2.3.3 VEHICLE MAINTENANCE SERVICES

Scheduled maintenance, for GFV listed in TE-5, will be provided by the Government as a GFS. Preventive maintenance is defined as that maintenance that reoccurs as a result of normal wear or use, such as tires, hoses, wiper blades, and normal wear to engine, transmission and vehicle component parts. Corrective maintenance will be provided for normal wear & tear only. (Any damage to Government Property due to negligence, failure to secure or SP caused accidents shall be repaired, and temporary/replacement vehicles acquired, at the cost of the SP.) The SP shall deliver GFV to a maintenance facility when

notified by the Government Representative. The performing activity shall perform work listed in the PWS regardless of the availability of Government furnished vehicles. Vehicle maintenance for the Montana site only, is included as a SP requirement and is described in Section C-5.2.5.2.

3.2.3.4 FUEL

The Government will furnish operating fuels for GFV and GFE; provided however, that no Government-furnished fuel may be used to transport SP personnel for unauthorized purposes i.e. lunch or to or from personal residence. The SP will notify the Government Representative of the type(s) and amount(s) of fuels required to operate GFV and GFE. The SP shall keep records of and account for all Government furnished fuels.

3.2.4 GOVERNMENT-FURNISHED MATERIALS (GFM)

3.2.4.1 SOURCES

The Government will supply the GFM listed in TE-3.1 series. The SP is authorized to utilize Government supply system to obtain supplies and materials required to perform this PWS, including GSA, UNICOR, and other approved Federal suppliers. Unique repair parts only available from the Government will be supplied from the Government supply system. GFM listed in TE-3.2 series represents a historical material usage in performance of the requirements in Section C-5.

3.2.4.2 REPLENISHMENT

The SP shall replenish depleted GFM, as required, and only in the amount(s) reasonably necessary, to perform this PWS. The SP shall charge the cost of materials it replenishes against the reimbursable materials contract line item number. At the conclusion of the performance period, as extended, the SP shall return all remaining materials to the Government. Consumable paper and cleaning supplies necessary to perform custodial services as specified in 5.2.2.6 are not included in GFM and shall not be charged against the reimbursable materials contract line item number.

Any single material item costing in excess of $2,500.00 shall require Government authorization in writing. The SP shall provide a detailed cost comparison from a minimum of three vendors. This cost comparison shall address the impact of not procuring the item and any alternatives.

Any item replaced vice repaired becomes the property of the Government. Any replacement item shall meet the same performance criteria and quality standards as the original item or better.

3.3 GOVERNMENT-FURNISHED SERVICES (GFS)

3.3.1 UTILITIES

The Government will furnish utilities to GFF, as required, for direct support of work performed under this PWS. Utilities shall be steam, chilled water, electric, compressed air, potable water, sanitary sewer, storm sewer, natural gas, liquid propane, telephone, and fuel oil as

currently installed in facilities. Steam and chilled water services are reliable 99.5% of the time barring weather related problems. All other services are reliable approximately 100% of the time.

3.3.1.1 ENERGY AND UTILITIES CONSERVATION

The SP shall conserve energy and utilities in accordance with all Government policies and programs and make reports required thereon to the Government Representative. The SP shall train its personnel, implement standard operating procedures, and monitor its operations to eliminate waste, increase efficiency, and reduce consumption. SP suggestions to promote efficient use of energy and utilities are encouraged.

3.3.2 TELEPHONE SERVICE

3.3.2.1 TELEPHONE INSTRUMENTS AND LINES

Government communications systems, including telephone instruments and lines located in GFF may, if approved by the Government Representative, be used by the SP, for work related purposes only, at no cost. Use of Government communication systems constitutes consent to monitoring at all times. Telephone services are reliable 99% of the time barring weather-related problems

- **Note: The SP shall train and warn all employees not to discuss classified information over unsecured communications systems.**

3.3.2.2 TELEPHONE CHANGES AND REPAIRS

The SP shall not move, remove, add, alter, or reconfigure Government communication systems, networks, or lines without the Government Representative's approval, which may be obtained by written request. The SP shall notify the Government Representative when maintenance or repair of telephones or telephone lines is required. Alphanumeric pagers will be furnished. Cell phones will not be provided.

- **Note: The SP is liable for destruction of and damage and excessive wear and tear to Government communications systems, networks, lines, and telephone equipment.**

3.3.3 MAIL

Official mail generated by the SP in performance of this PWS will be delivered, collected and distributed by the Government, within and among NIH facilities only, at Government expense. All other mail and delivery expenses incurred in performance of this PWS, including without limitation U.S. Mail, shall be borne by the SP. The SP shall forward all misdirected mail to the correct address.

3.3.4 REFUSE COLLECTION

The SP shall provide services to remove solid wastes which include institutional and residential wastes, animal bedding, asbestos, and construction waste in accordance with Section C-5. The SP, at its expense, shall deliver its refuse to the dumpsters. The SP shall contact the Government Representative if improper disposal has occurred, pest infestations are observed, or some other dangerous, unsafe, or unlawful condition exists. The SP shall comply with all Government programs pertaining to pollution prevention and solid waste reduction and recycling.

3.3.5 RADIO FREQUENCY USE

Radio frequency assignments and authorizations will be controlled and furnished by the Government. The SP shall be aware that radio use in hospital environment is restricted. The use of radios/cell phones/pagers etc may interfere with medical equipment.

3.3.6 INFORMATION MANAGEMENT SYSTEMS

3.3.6.1 GENERAL

The Government will provide Desktop Computing Services, Network Support, and Applications Programming Services to the SP. Government-furnished Information Management systems shall be utilized for "Official Business" only, in direct support of this award. Information Technology support can be obtained at http://support.cit.nih.gov.

3.3.6.2 DESKTOP-COMPUTING STATIONS

Desktop-computing stations and network lines located in facilities to be occupied by the SP will be provided for SP use at no cost to the SP. These computing stations will be provided on a case-by-case basis, as approved by the Government Representative. Government furnished desktop-computing stations shall be used for transaction of official business of NIH in direct support of this award. Government will upgrade hardware to support Agency-wide software programs, but not for SP owned software. The Government will not be held liable if hardware or operating system upgrade impacts SP owned software. Government-furnished desktop-computing stations are subject to security monitoring at all times. Use of these desktop-computing stations constitutes consent to security monitoring.

As technology changes the Government's IT standards change and the SP is responsible for updated SP provided systems to conform with the new standards within 120 days of notification.

Standard desktop software installed includes the following:

- Windows 2000 Professional SP3
- Office 2000 SR2 (Includes Word, Excel, Power Point, Access, and Shared Tools)
- Corel Office 2000
- ADB Del-Pro (Mainframe access)

- ITAS (in-house application)
- PIN (in-house application)
- WinEst Pro 6.0
- Acrobat Reader 5.02
- MS2000 (in-house application)
- Antivirus Software

3.3.6.3 DESKTOP COMPUTING SERVICES

Desktop Computing Services will be provided by the Government. SP shall request approval for technical support of government provided services. Services provided for moves, adds, changes, operational monitoring, system problem determination and resolution, and technical support.

3.3.6.4 NETWORK SUPPORT

Network Support is defined as providing limited access to the NIH LAN. The Government will provide Internet and e-mail access on a case-by-case basis as approved by the Government Representative. SP shall comply with NIH internet policy, guidelines and regulations as listed at http://www.cit.nih.gov/security-policies.html

3.3.6.5 APPLICATIONS PROGRAMMING SERVICES

Applications Programming Services consists of developing, maintaining and supporting computer programs provided by the Government that are resident on the NIH LAN.

3.3.7 POLICE AND FIRE PROTECTION

The Government will provide police and fire protection at all NIH facilities at which work is to be performed.

3.3.7.1 FIRE, ENVIRONMENTAL AND EMERGENCY DRILLS

The SP, with or without advance notice, shall participate in all Government conducted fire, environmental and other emergency drills, unless otherwise excused by Government Representative. The SP shall follow the direction of Government fire, security, and emergency management officials, and take corrective action to remedy deficiencies in its performance of emergency response procedures.

3.3.8 GOVERNMENT PROVIDED TRAINING

All SP employees must receive timely and complete, Government-provided training and refresher training required for the performance of work under this PWS. The SP shall ensure this training is accomplished with the following Government provided media; multi-media, video, audio, slide projectors, or written. The SP shall ensure and document attendance of employees, who require training, at these training sessions:

Training	Estimated time required
IT Security (Online Course at www.cit.nih.gov/security.html)	Once per service period

3.3.9 EQUIPMENT MANUALS

The Government will provide access to all available equipment manuals for the equipment listed in TE-2.1 series and TE-2.2 series and will be located in appropriate facilities where equipment is used. The SP shall maintain and update equipment manuals (when received from manufacturer).

3.3.10 FORMS

The Government will provide an initial supply of Government forms to the SP at no cost to the SP. These are standard forms currently utilized in performance of work under this Award. The SP shall determine replenishment requirements and requisition through the Government to maintain sufficient forms to meet normal operating requirements. Government forms are listed in Section C-6.

SECTION C-4
SP-FURNISHED ITEMS AND SUPPLIES

4 GENERAL INFORMATION

The SP shall furnish, maintain, and replace, at its own expense, all supplies, parts, materials, tools, support equipment, labor, vehicles, and any other equipment, material, and services not furnished by the Government under Section C-3, necessary to perform all work required under this PWS. The failure of the SP, for any reason whatsoever (excluding an Act of God or an Act of War), to furnish any of the foregoing shall neither justify nor excuse achievement of the performance standards prescribed in this PWS.

4.1 SP-FURNISHED PROPERTY

Except as provided for in FAR 52.245-11(c), title to SP-furnished equipment shall remain with the SP. SP-furnished equipment shall meet the same safety requirements as those established for GFE. As appropriate, the SP shall provide Personal Protection Equipment (PPE).

Title to the facilities shall remain in the Government. Title to parts replaced by the SP in carrying out its normal maintenance obligations shall pass to and vest in the Government upon completion of their installation in the facilities.

Their incorporation into or attachment to any property not owned by the Government shall not affect title to the facilities, nor shall any item of the facilities become a fixture or lose its identity as personal property by being attached to any real property. The SP shall keep the facilities free and clear of all liens and encumbrances and, except as otherwise authorized by this award or by the CO, shall not remove or otherwise part with possession of, or permit the use by others of, any of the facilities.

The SP may, with the written approval of the CO, install, arrange, or rearrange, on Government-furnished premises, readily movable machinery, equipment, and other items belonging to the SP. Title to any such item shall remain in the SP even though it may be attached to real property owned by the Government, unless the CO determines that it is so permanently attached that removal would cause substantial injury to Government property.

The SP shall not construct or install, at its own expense, any fixed improvement or structural alterations in Government buildings or other real property without advance written approval of the CO. Fixed improvement or structural alterations means any alteration or improvement in the nature of the building or other real property that, after completion, cannot be removed without substantial loss of value or damage to the premises. The term does not include foundations for production equipment.

The SP shall be responsible for SP incurred damage to government-furnished facilities and equipment. The SP shall submit a work order to the CO or designee for facility request. The SP shall be responsible for all costs associated with approved “new work” facility requests.

The SP shall ensure access control by locking or unlocking the areas or facilities for which the SP is responsible. The SP shall ensure all internal overheads, cages, vaults, other areas of internal security access (e.g., classified materiel), and warehouse doors are locked prior to the conclusion of any workday. In the event the Host security/police discovers a SP area unsecured or responds to an alarm during non-duty hours, the Government will contact the CO or designee who will in turn contact the SP's POC to secure the area and/or inform the CO or designee of the results of the alarm response. The SP shall report any security violations to the CO or designee immediately.

The SP shall ensure GFF provided to perform work in are maintained clean and in a safe condition in accordance with OSHA requirements.

4.1.1 GOVERNMENT FURNISHED EQUIPMENT/MATERIAL/PROPERTY ACCOUNTABILITY

The SP shall maintain inventory records for all GFE listed in TE-2 series. The SP shall be responsible for the custody and care of the equipment/property and shall maintain all the GFE set forth in the TE-2 series. The SP shall maintain accountability of all GFP using a SP provided equipment/property management information system (MIS). The SP shall update MIS with all changes in location of GFP in accordance with Section C-5 requirements.

4.1.2 EQUIPMENT MAINTENANCE

The SP shall protect, preserve, maintain (including normal parts replacement), and repair IAW the original equipment manufacturers recommendations/specifications and in compliance with equipment warranties, and sound industry practice. The SP shall not cannibalize government-furnished equipment in order to repair or maintain other equipment unless authorized in writing by the CO or designee.

The SP shall maintain and replace batteries for GFE when required and conduct scheduled maintenance and repairs to component level on all equipment such as dust collectors, band and table saws, banders, sealers, etc. In these cases, title will not transfer to the SP when parts and components are replaced on GFE.

Prior to making modifications to any GFE, the SP shall submit in writing the proposed changes and receive written approval for the modification from the CO or designee. When the SP terminates its authority to use GFE, the SP shall notify the CO or designee in writing. Termination shall not relieve the SP of any of its obligations or liabilities under any related contract or subcontract affected by the termination.

SP personnel shall ensure the safe operation of GFE and SP-furnished equipment. When applicable, the SP shall complete a report on property damage or motor vehicle mishap and a copy of the report shall be submitted to the CO or designee. This report shall be provided to the CO or designee within one (1) working day of the mishap and shall be reported on Standard Form (SF) 91 and (SF) 94 for motor vehicles as applicable.

4.2 SP-FURNISHED MATERIAL

The SP shall return to the Government any residual material at the termination of this award. Material may include original GFM or similar SP-acquired materials. The SP shall be responsible for furnishing all material necessary to perform the requirements of this award.

4.3 SP FURNISHED TRAINING

The SP shall ensure that the appropriate SP personnel are trained and certified during the life of this award.

The SP shall be responsible for all training costs associated with meeting the training requirements in this section whether on-site or off-site.

The SP shall coordinate with the Government to complete all of the training listed in this section within 90 days of the start of the first performance period unless otherwise specified. The SP shall provide training in the event that the SP no longer employs the SP personnel, trained during the transition period. After Transition, government-furnished training will be coordinated between the SP and Government Representative. The SP shall notify the CO or designee when Government-furnished training is required due to refresher requirements or new personnel

4.3.1 EMERGENCY FIRE PROCEDURES

Emergency Fire Procedures training shall include the following:

- Use of fire extinguishers – when appropriate and how to use them
- Alarms – where they are and how to use them
- Evacuation procedures – routes and assembly areas

The SP shall apprise employees of the fire hazards of the materials and processes to which they are exposed. Upon initial assignment, the SP shall review with each employee those parts of the fire prevention plan that the employee must know to protect the employee in the event of an emergency. The written plan shall be kept in the workplace and made available for employee review. According to established procedures, the SP shall regularly and properly maintain equipment and systems installed on heat producing equipment to prevent accidental ignition of combustible materials. The maintenance procedures shall be included in the written fire prevention plan.

4.3.2 FIRST RESPONDER AWARENESS LEVEL

The skill and knowledge levels required for all new responders shall be conveyed to them through training before they are permitted to take part in actual emergency operations on an incident. First responders at the awareness level are individuals who are likely to witness or discover a hazardous substance release and who have been trained to initiate an emergency response sequence by notifying the proper authorities of the release; they would take no

further action beyond notifying the authorities of the release. First responders at the awareness level shall have sufficient training in the following areas:

- An understanding of what hazardous substances are and the risks associated with them in an incident
- An understanding of the potential outcomes associated with an emergency created when hazardous substances are present
- The ability to recognize the presence of hazardous substances in an emergency
- The ability to identify the hazardous substances, if possible
- An understanding of the role of the first responder awareness individual in the employer's emergency response plan including site security and control and the U.S. Department of Transportation's Emergency Response Guidebook
- The ability to realize the need for additional resources, and to make appropriate notifications to the communication center

First responders at the awareness level shall receive annual refresher training to maintain their competencies.

4.3.3 HAZARD COMMUNICATION

The SP shall provide employees with effective information and training on hazardous chemicals in their work area at the time of their initial assignment and whenever a new physical or health hazard the employees have not previously been trained about is introduced into their work area. Information and training may be designed to cover categories of hazards (e.g., flammability, carcinogenicity, asbestos) or specific chemicals. Chemical-specific information must always be available through labels and Material Safety Data Sheets (MSDS).

Hazard Communication training shall include the following:

- Methods and observations that may be used to detect the presence or release of a hazardous chemical in the work area
- Physical and health hazards of the chemicals and/or radioactive material in the work area (this must relate to the employee’s work area)
- Measures employees can take to protect themselves from these hazards, including specific procedures the employer has implemented to protect employees from exposure to hazardous chemicals
- Details of the hazard communication program developed by the employer, including an explanation of the labeling system and the MSDS and how employees can obtain and use the appropriate hazard information. Chemical-specific information must always be available through labels and MSDS.

4.3.4 HAZARDOUS MATERIAL (HAZMAT) TRANSPORTATION/STORAGE

HAZMAT Transportation training shall include the following:

- HAZMAT identification;
- DOT regulations;
- Shipper's responsibilities including shipping papers, packaging, marking, labeling, and placarding;
- Carrier's responsibilities including loading, unloading, segregation, and separation; and
- Modal requirements and
- Restrictions on storing HAZMAT within hospital facilities.

A new HAZMAT employee, or a HAZMAT employee who changes job functions, may perform those functions prior to the completion of training provided that 1) the employee performs those functions under the direct supervision of a properly trained and knowledgeable HAZMAT employee; and 2) the training is completed within 90 days after employment or a change in job function. A HAZMAT employee shall receive this training at least once every two years. A record of current training, inclusive of the preceding three years, shall be created and retained by each HAZMAT employer for as long as that employer employs that employee as a HAZMAT employee and for 90 days thereafter.

4.3.5 HAZARD REPORTING

Hazard reporting training shall include the following:

- Identification of who personnel may report suspect hazards to and when personnel should do so
- Oral vs. written reports
- Protection against reprisals for people filing reports
- Timeframes for investigation of alleged hazard and response to the employee filing the report

A hazard reporting system shall be instituted for SP employees to report hazards. The SP shall ensure that employees are aware of procedures to report hazards, and are encouraged to report hazards.

The SP shall ensure the investigation of hazard reports as soon as possible, but within one workday for imminent danger situations, three working days for potentially serious situations, and 20 working days for lesser conditions. Hazard investigations shall be entered into the SP hazard reporting system. The SP shall notify the CO or designee of imminent and potentially serious situations within one (1) hour.

4.3.6 MISHAP REPORTING

The SP shall ensure their employees are adequately trained initially to prevent mishaps, injury and illness. Supervisors shall also provide periodic Safety and Occupational Health (SOH) training and information to employees at the frequency needed to control the risk to the employees (e.g., quarterly safety meetings; weekly tailgate meetings; daily briefings on weather conditions, new hazardous conditions, or lessons learned from recent mishaps).

Mishap reporting training shall include the following:

- Known hazardous operations and conditions, and procedures to prevent mishaps, injury, and illness
- When to report mishaps and to whom
- Mishap reports
- Mandatory information in the mishap report
- Overview of the mishap investigation process
- The location and availability of the OSHA poster, standard program requirements, and records applicable to their workplaces
- The authority of employees to contact OSHA to request a workplace inspection and to meet with OSHA during an inspection

4.3.7 PROPER LIFTING

Upon evaluation of the potential work-related musculoskeletal disorders (WMSD) risks, personnel who are potentially exposed to WMSD hazards shall receive formal instruction on hazards associated with their jobs and equipment. Personnel shall receive training at their initial job orientation and annually thereafter until the WMSD hazard is eliminated or reduced to an acceptable level. The general training shall include an overview of:

- The potential risk of WMSD
- The possible causes and symptoms
- How to recognize symptoms and report WMSD
- The means of prevention
- The sources of treatment

New and reassigned personnel who are exposed to WMSD shall receive an initial orientation and hands-on training prior to being placed in a full-production position. The initial orientation shall include:

- A demonstration of the proper use and care of, tools and equipment

- Use of safety equipment
- Use of safe and proper work procedures, such as proper lifting techniques
- Ergonomics
- Bodily mechanics/stresses on the body – what they are and why proper lifting is important
- How to lift materials of different sizes and weights
- Proper gripping
- How to lift materials in and out of large/deep boxes
- Single vs. multi-person lifts

4.3.8 SECURITY TRAINING

- Security requirements of their particular assignment.

The SP shall complete the training during the transition period.

4.3.9 STORAGE AND HANDLING OF HAZARDOUS MATERIEL (HAZMAT)

Refresher training in the storage and handling of HAZMAT is required every two years.

4.4 SP RESPONSIBILITIES FOR GOVERNMENT FURNISHED SERVICES

The SP shall comply with the following requirements as they relate to the government-furnished services listed in C-3.

4.4.1 FUELS

The SP shall ensure all employees operate vehicles/equipment in a manner to conserve these government-furnished fuels.

4.4.2 MEDICAL

The SP shall reimburse the Government for emergency medical services made available to any SP employee requiring assistance for illness or injury that occurred on the job. The SP shall maintain a log of all-occupational injuries and illnesses. Within six working days after receiving information of an occupational injury or illness, appropriate information concerning such injury or illness shall be entered on the log. The SP shall submit to the CO or designee a copy of the report on each job-connected injury.

4.5 KEY CONTROL

The SP shall submit a list of employees with key access requirements for key control boxes to the CO or designee one week prior to the date when access is needed. All keys within the Key and Lock Control Program must be kept under continuous accountability at all times. The number of individuals authorized to draw keys shall be kept to a minimum commensurate with security and operational requirements. Flextime shall not be the sole justification for key

issuance. When keys are not in use, they shall be secured in containers of at least 20-gauge steel or material of equivalent strength. Keys shall not be duplicated or used by unauthorized SP personnel. Keys issued to the SP for office space may be assigned to individuals for personal use.

The SP shall report any occurrence of duplicated or lost keys to the CO or designee within two hours after discovery of occurrence and submit a detailed written report to the CO or designee by close of business (COB) the same workday. If lost keys are discovered at the end of the day, and it is not possible to submit a written report to the CO or designee by COB the same workday, the report shall be due within two hours from the beginning of business on the next workday. The SP shall reimburse the Government for all costs associated with replacing locks or re-keying required as a result of keys being duplicated or lost by the SP.

4.5.1 KEYCARD SECURITY ACCESS SYSTEM

The SP shall provide the CO or designee a list of areas that the employee requires access. SP employees, including those of sub-contractors, shall obtain a keycard from the CO, or designee. The SP shall be responsible for keycards provided to them.

- It is a security violation to share keycards.
- If the keycard is lost or damaged, it is to be reported to the CO or designee within 2 hours of damage or discovery during operating hours or within 2 hours of beginning of the following working day if damage occurs or loss is discovered after operating hours.
- When employee's service is terminated, the keycard shall be returned to CO or designee.

4.6 SAFETY

The SP shall comply with all OSHA Safety requirements. The SP shall maintain safety and health standards consistent with all applicable federal, state, local, and OSHA regulations. The SP shall comply with Occupational and Environmental Safety, Fire Prevention, and Health programs

SECTION C-5
REQUIREMENTS

5 PROPERTY MANAGEMENT

SECTION OVERVIEW

The major functional requirements contained herein describe the supplies and services the Government will purchase and, thus, are the foundation of this award. This section is organized as follows:

5.1 DESIGN AND CONSTRUCTION MANAGEMENT SERVICES
5.2 PROPERTY MANAGEMENT AND OPERATIONS
5.3 CENTRAL UTILITIES

The functional area approach used in this section, to express minimum performance requirements, represents currently projected products and services performed by a cadre of Government and contractor personnel. It is neither reflective nor indicative of any existing or required organizational arrangement. Minimum requirements are set forth in brief performance requirement statements, supplemented by corresponding standards of performance. Standards of performance are measures of quality and timeliness. Quality standards measure performance level. Acceptable Quality Level (AQL) is maximum acceptable deviation from standard, expressed in terms of a percentage of a lot. “Lot size” identifies units of output, i.e., the number of times a service is performed during a specified period of time. Max reflects the maximum amount of deviation, expressed in time, permitted to deviate from the standard. This is the “Not to exceed value”. The SP shall measure its performance by means of a Quality Control Plan (QCP) designed to monitor minor standards necessary to maintain an acceptable level of performance. The Government will measure SP performance by means of a Quality Assurance Plan (QASP) focused on major standards the Government selects. Specification of an AQL does not allow the SP to knowingly provide defective service; instead, it is recognition of the fact that defective performance may sometimes occur unintentionally. As long as the percentage of defective performance does not exceed the specified AQL, the Government will not deduct for poor performance. However, the SP shall be required to re-perform or correct the defective service or product at no additional cost to the Government.

5.1 DESIGN AND CONSTRUCTION MANAGEMENT SERVICES

5.1.1 PROVIDE AND MANAGE THE DESIGN, CONSTRUCTION AND ALTERATION SERVICES OF NIH OWNED AND LEASED FACILITIES

GENERAL

The scope for 5.1.1 is to manage the design, construction and alterations projects for facilities owned and/ or leased by NIH at the locations defined by Section C-1. The scope also includes the provision of the design and construction services through the service providers' contract and managed by the SP. For any project in a leased facility where, in accordance with the current lease agreement, the NIH lessor performs the design and construction services, the SP will only manage the projects.

PLANNING SERVICES

The NIH will identify the projects as they are defined by the NIH IC and forward to the service provider for project planning services. During the Planning services The SP shall be the primary liaison in working with the NIH IC in the fulfillment of the requirements defined under 5.1.1.1.1.

DESIGN AND CONSTRUCTION SERVICES

Provision:

The service provider shall procure the Design and Construction services. Upon identification for the need of design or construction services the SP will be awarded a task order on the SP's base contract for AE or construction services. Due to the SP's involvement in defining the scope of work and procuring the AE or construction services, the SP including its subsidiaries and affiliates shall not self perform the AE or Construction services as it would result in a significant potential conflict of interest. (Exception: for projects in leased facilities where the NIH lessor performs the design and construction services, the SP shall not be responsible for the provision of the design and construction services.)

Management:

SP shall manage the SP's procured AE and construction services as defined by 5.1.1.1.2 and 5.1.1.1.3. SP shall be responsible for the AE and construction contractors' performance and the enforcement of all FAR clauses applicable to the AE and construction contractors' liability for performance of the design and construction. (Exception: for projects in leased facilities where the NIH lessor performs the design and construction services, the SP shall be responsible for the management of the design and construction process performed by NIH procured AE and construction services.)

GOVERNMENT REPRESENTATIVE

Throughout 5.1., various points where the service provider must take an action with the Government Representative have been identified. Government Representative is defined as any representative of the government assigned in various capacities including but not limited to CO, COTR, AO, AHJ, and persons performing other government activities.

WORKLOAD

Technical Exhibit 8.1 “NIH Design and Construction Management Services Workload” provides a current project listing, managed by the NIH, which is indicative of the magnitude of the projects. The exhibit displays the quantity of projects as well as their current status. This exhibit shows a point in time workload that should be expected under this contract. Exhibit 8.2 “NIH Design and Construction Management Services Expertise” identifies professional services expertise; facility type expertise and facility feature/ function expertise required for the services under this section.

5.1.1 REQUIREMENTS

RFP #	Requirement
5.1.1.1	Project Management
5.1.1.1.1	Planning services
5.1.1.1.2	Design Phase
5.1.1.1.2.1	Design Services Acquisition
5.1.1.1.2.2	Design Services Implementation
5.1.1.1.2.3	Design Changes
5.1.1.1.3	Construction Phase
5.1.1.1.3.1	Construction Services Acquisition
5.1.1.1.3.2	Construction Services Implementation
5.1.1.1.3.3	Construction Changes

5.1.1 CONDITIONS OF PERFORMANCE

RFP #	Requirement	Conditions Of Performance
5.1.1	PROVIDE AND MANAGE THE DESIGN, CONSTRUCTION AND ALTERATION SERVICES OF NIH OWNED AND LEASED FACILITIES	SP shall adhere to the NIH design policy and guidelines, and the FAR as it relates to the functions described. SP shall adhere to all Executive Orders currently in effect and with impact on facilities. SP shall provide an Earned Value Analysis for Design and Construction services on all projects with a duration greater than six months and a construction cost greater than 2.2 million. SP shall adhere to NIH Master Plan. SP shall comply with JCAHO, AAALAC, ADAAG, and UFAS requirements. SP shall provide 24 hour response for project emergencies.
		SP shall provide the following key information for all assigned tasks updated daily. SP will provide an ODBC table view to the Government for electronic access to the data. 1) Project status -(general ie. active, inactive, on-hold, ongoing. and specific status notes i.e. project is under design, procurement underway) 2)Cost information: fiscal year, CAN, by contract action, 3)Schedule - schedule for contract action with key milestones. For design - by submission and or phases. Construction - completed milestones and/or phases. 4) Sub contractor information - names, email addresses and key Points of contact. 5) Project scope: 6) Project descriptors: Location information by building, floor, wing, room, and or other as applicable. 7) Space Type Detail Information - as delineated in TE-8.3.
5.1.1.1.1	Planning services	Upon IC A/O request for planning services, SP shall work with IC to establish/clarify/define scope of work, investigate ideas, identify priorities, research products and or latest state of art technology, provide customers with feasible alternatives with pros and cons (comparing budget, schedule, swing space, phasing) SP shall keep minutes of all planning meetings for the verification by the AO
		All project plans contain scope, schedule, budget by fiscal year, CAN and contract action, impact evaluation, existing conditions assessment and implementation strategy. Plan must be submitted to government representative for approval.

RFP #	Requirement	Conditions Of Performance
		SP shall evaluate project impact on campus and building infrastructure, its impact on ongoing medical/research activities from technical, implementation, contractual, and budgetary standpoints, determine impact of temporary construction activities.
		SP shall perform existing load assessments and future planning of utilities.
		SP shall establish time frame for construction taking into account needs of occupants, staging, access, and contractual terms. SP shall coordinate multiple contracts implemented within a project and develop a strategy for phasing various contracts. SP shall develop strategy to include technical options, vendors, level of complexity, points of contact, emergency procedures, staging and access stipulations, impact on surrounding area, and authorizations needed. SP shall determine level of design effort.
		Changes in schedule, budget or scope from the previously approved project plan require a revised project plan
5.1.1.1.2.1	Design Services Acquisition	SP shall identify design source upon receipt of RFP from CO. SP shall obtain proposed AE Statement of Work, including post design services as applicable and cost proposals from the A/E and forward to the CO and government representative. SP shall obtain the review team and key personnel involved on the project from the government representative.
		The AE cost proposal and AE Scope of Work shall appropriately reflect work to be performed. Cost proposal must be in the format identified by the CO. AE cost proposal must be submitted along with SP management fee for the entire Design and Construction process. Extensions to be determined by CO. During the negotiation, SP shall provide proposal information as requested by the CO including but not limited to revised cost proposals and back up data from potential vendors.
5.1.1.1.2.2	Design Services Implementation	SP shall coordinate with the government representative the Kickoff meeting for starting the design effort and all follow up meetings
		SP shall ensure that the design progresses on schedule.
		SP shall keep current copy of all documents created during the design process including; submissions, meeting notes, and review comments.

RFP #	Requirement	Conditions Of Performance
		SP shall identify exterior staging and laydown needs to the government representative for approval.
		SP shall submit to the government representative all design submission requirements for review and approval. SP shall prepare documentation for submission to other state and federal agencies as applicable and submit to government representative. Any review comments received on a prior submission should be provided with the SP's responses to those comments.
		SP shall submit an EVA to the government representative on all Design projects with a duration greater than six months and a construction cost greater than 2.2 million.
		In the event that the SP performs above or below the 10% AQL of the EVA, SP shall provide a Corrective Action plan to the government representative.
		Upon receipt of review comments from the government representative, SP shall review comments and identify any comments that the SP intends to reject prior to next submission.
		SP shall submit NIH design policy and guidelines waiver requests to the government representative as required.
		SP shall submit design to customer and obtain written customer approval. SP shall obtain signoff signatures on final construction documents from designated Government representatives.
5.1.1.1.2.3	Design Changes	Government representative must be notified of any potential changes prior to proceeding with any work involving the potential change. Upon receipt of RFP from CO, SP shall submit AE contractor cost proposal to CO and government representative for review and approval.
		The AE contractor cost proposal is complete IAW the RFP. AE cost proposal must be in the format identified by the CO and must accurately represent work to be performed. Extensions to be determined by CO. SP shall provide proposal information as requested by the CO including but not limited to revised cost proposals, back up data from potential vendors. SP shall proceed with change in accordance with CO directions.
5.1.1.1.3.1	Construction Services Acquisition	SP shall identify construction source upon receipt of RFP from CO. SP shall submit construction contractor cost proposal to CO and government representative.

RFP #	Requirement	Conditions Of Performance
		Construction Contractor Cost proposal must be in the format identified by the CO and must accurately represent work to be performed. Extensions to be determined by CO.
5.1.1.1.3.2	Construction Services Implementation	SP shall perform preconstruction activities to include: Requesting safety and security clearances for space, verifying air balancing of area to be renovated with other areas of the building prior to any demolition, providing preconstruction submittals as defined by the contract documents for approval before contractor mobilization, obtaining approval of site staging /mobilization process. Notify affected parties of upcoming construction and impacts. SP shall identify and review long lead items, proprietary items, substitutions and all other project submittals as defined by the construction contract documents and submit for Government representative approval.
		SP shall submit for Government representative approval schedule, and schedule of values as defined by the construction contract documents. SP shall request inspections from Government representative at predetermined milestones and at completion. SP shall review proposed payment requests with the Government representative for payments according to elements of work performed and percentage complete. SP shall submit invoice requests based on determination made by Government representative.
		SP shall submit an EVA to the government representative on all Construction projects with a duration greater than six months and a construction cost greater than 2.2 million.
		In the event that the SP performs above or below the 10% AQL of the EVA, SP shall provide a Corrective Action plan to the government representative.

RFP #	Requirement	Conditions Of Performance
		SP shall perform the following tasks during construction: SP shall participate in all progress meetings, track meeting minutes, and be prepared to discuss items to include progress, look ahead work, critical path performance, track issues, RFIs, changes, modifications and D&Os, Notify the Government Representative materials/equipment have been delivered to project site and request inspection for compliance to contract documents, Request from Government Representative road/sidewalk closures; ensure sediment and erosion control is Maryland Department of Environment (MDE state reg) compliant and site is ready for inspection, SP shall coordinate site work, coordinate with affected neighboring spaces; ensure construction staging areas conform to approved plan; coordinate debris removal. rectify deficiencies and rework identified by Government Representative; submit as-built documents for Government Representative approval, SP shall ensure progresses on schedule, SP shall comply with the commissioning plan of equipment.
		SP shall maintain daily construction report. SP shall test work on project site with prior notification to the Government representative. Shop drawings shall be complete and submitted in accordance with the contract documents. SP shall coordinate construction efforts with IC occupancy.
		The design may identify equipment to be furnished by the government and installed by the contractor. SP shall notify the government representative when this equipment needs to be available.
		During Construction Closeout SP shall; obtain approval of Government representative, request confirmation of final NIH Fire Prevention Section/NIH Fire Marshall compliance and CQC compliance from Government representative, SP shall submit O&M documents and warranties to the Government representative for review and approval, request final acceptance from Government representative.
		During Post Construction SP shall ensure warranties requirements are met.
5.1.1.1.3.3	Construction Changes	Government representative must be notified of any potential changes prior to proceeding with any work involving the potential change. Upon receipt of RFP from CO, SP shall submit construction contractor cost proposal to CO and government representative.

RFP #	Requirement	Conditions Of Performance
		The Construction contractor cost proposal is complete IAW the RFP. Construction contractor cost proposal must be in the format identified by the CO and must accurately represent work to be performed. Extensions to be determined by CO. SP shall provide proposal information as requested by the CO including but not limited to revised cost proposals and back up data from potential vendors. SP shall proceed with change in accordance with CO directions.

5.1.1 QUALITY AND TIMELINESS STANDARDS OF PERFORMANCE

RFP #	Requirement	Quality Standard	AQL	LOT	Timeliness Standard	AQL	MAX
5.1.1.1	Project Management						
5.1.1.1.1	Planning services	Project plans are complete current and accurate IAW COP	5%	# of Project Plans submitted monthly	IAW AO prescribed deadline	5%	10 business days
		Revised Project plans are complete current and accurate IAW COP	5%	# of Revised Project Plans submitted monthly	IAW AO prescribed deadline	5%	10 business days
		AO satisfied with quality of planning process	5%	# of Project Plans submitted monthly	IAW AO prescribed deadline	5%	5 business days late
5.1.1.1.2	Design Phase						
5.1.1.1.2.1	Design Services Acquisition	The AE cost proposal and scope of work along with SP management fee are complete and accurate IAW COP.	5%	# of Contractor cost proposals and AE scope of works submitted monthly	Contractor cost proposal and AE scope of work are submitted within 15 calendar days of receipt of Request for Proposal from CO	15%	30 calendar days
					The Government representative and CO must be notified at least 24 hours prior to prescribed deadline of any necessary extensions.	5%	5 business days late
5.1.1.1.2.2	Design Services Implementation	The DQC plan is complete and accurate.	5%	#DQC Plans submitted monthly	DQC Plan submitted according to established schedule in the AE statement of work.	5%	5 business days late

RFP #	Requirement	Quality Standard	AQL	LOT	Timeliness Standard	AQL	MAX
		The waiver request is complete IAW COP	10%	# of waiver requests submitted monthly	The Waiver requests shall be submitted so that they do not impact schedule in the AE statement of work.	10%	5 business days late
		The design documents are complete and accurate IAW COP	5%	# of Design projects worked on monthly	The design documents are submitted according to established schedule in the AE statement of work.	5%	5 business days late
		AO satisfied with quality of design process	5%	# of Design projects worked on monthly	IAW AO prescribed deadline	5%	5 business days late
		COTR satisfied with quality of design process	5%	# of Design projects worked on monthly	IAW schedule in AE statement of work	5%	5 business days late
		EVA is submitted to government representative and is complete and accurate IAW OMB Circular A11	25%	# of EVA submitted monthly	IAW schedule in AE statement of work	25%	5 business days late
		EVA indicates project is within allowable +/- 10% variation	25%	# of EVA submitted monthly			
		Corrective Action plan is reasonable and achievable.	25%	# of Corrective Action plans requested monthly	Corrective Action plan shall be submitted to government representative within 10 business days of receipt of request from government representative.	25%	5 business days late

RFP #	Requirement	Quality Standard	AQL	LOT	Timeliness Standard	AQL	MAX
5.1.1.1.2.3	Design Changes	The AE cost proposal and scope of work for the change are complete and accurate IAW COP.	5%	# of AE Contractor cost proposals and AE scope of works for changes submitted monthly	AE Contractor cost proposal and AE scope of work for the change are submitted within 15 calendar days of receipt of Request for proposal from CO.	5%	30 calendar days
					The Government representative and CO must be notified at least 24 hours prior to prescribed deadline of any necessary extensions.	5%	5 business days late
5.1.1.1.3	Construction Phase						
5.1.1.1.3.1	Construction Services Acquisition	The construction contractor cost proposal is complete IAW the RFP.	5%	# of Construction Contractor cost proposals submitted monthly	Construction contractor cost proposal is submitted within 15 calendar days of receipt of request for proposal from CO	15%	30 calendar days
					The Government representative and CO must be notified at least 24 hours prior to prescribed deadline of any necessary extensions.	5%	5 business days late
5.1.1.1.3.2	Construction Services Implementation	SP shall submit complete and accurate CQC plan.	5%	# of Construction Contractor cost proposals submitted monthly	CQC plan will be submitted in accordance with over all schedule in contract documents	5%	5 business days late

RFP #	Requirement	Quality Standard	AQL	LOT	Timeliness Standard	AQL	MAX
		SP shall submit complete and accurate construction schedule IAW COP	5%	# of construction contracts submitted monthly	Construction Schedule shall be submitted in accordance with over all schedule in construction contract documents	5%	5 business days late
		EVA is submitted to government representative and is complete and accurate IAW OMB Circular A11	25%	# of EVA submitted monthly	EVA is updated and submitted to government representative at end of every month throughout the construction phase of the project.	25%	5 business days late
		EVA indicates project is within allowable +/- 10% variation	25%	# of EVA submitted monthly			
		Corrective Action plan is reasonable and achievable.	25%	# of Corrective Action plans requested monthly	Corrective Action plan shall be submitted to government representative within 10 business days of receipt of request from government representative.	25%	5 business days late
		Construction project is complete and accurately performed	5%	# of construction contracts submitted monthly	Construction is complete in accordance with over all schedule in construction contract documents	5%	10 business days late
		AO satisfied with quality of construction project	2%	# of construction contracts submitted monthly	Schedule shall be submitted in accordance with over all schedule in construction contract documents	5%	10 business days late

RFP #	Requirement	Quality Standard	AQL	LOT	Timeliness Standard	AQL	MAX
		COTR satisfied with quality of construction process	5%	# of construction contracts submitted monthly	IAW schedule in construction contract documents	5%	10 business days late
5.1.1.1.3.3	Construction Changes	The construction contractor cost proposal for the change is complete IAW the RFP.	5%	# of Construction contractor cost proposals for changes submitted monthly	Construction Contractor cost proposal is submitted within 15 calendar days of receipt of request for proposal from CO.	1%	30 calendar days
					The Government representative and CO must be notified at least 24 hours prior to prescribed deadline of any necessary extensions.	5%	5 calendar days late

5.1.1 WORKLOAD

RFP #	Requirement	Workload Indicator	Current Annual	Base Period	1st year	2nd year	3rd year
5.1.1.1	Project Management						
5.1.1.1.1	Planning services	# of Project Plans	1750	3500	1750	1750	1750
		# of Revised Project Plans	625	1250	625	625	625
5.1.1.1.2	Design Phase						
5.1.1.1.2.1	Design Services Acquisition	# of Contractor cost proposals and AE scope of works	430	860	430	430	430
5.1.1.1.2.2	Design Services Implementation	# DQC Plans	430	860	430	430	430
		# Waiver requests	110	220	110	110	110
		# Design Projects	430	860	430	430	430
		# of EVA submitted annually	240	480	240	240	240
		# of Corrective Action plans requested annually	60	120	60	60	60
5.1.1.1.2.3	Design Changes	# of AE Contractor cost proposals and AE scope of works for changes	265	530	265	265	265
5.1.1.1.3	Construction Phase						
5.1.1.1.3.1	Construction Services Acquisition	# of Construction contractor cost proposals	1970	3940	1970	1970	1970
5.1.1.1.3.2	Construction Services Implementation	# of Construction contractor cost proposals	1970	3940	1970	1970	1970
		# of construction contracts	1970	3940	1970	1970	1970
		# of EVA submitted annually	240	480	240	240	240

RFP #	Requirement	Workload Indicator	Current Annual	Base Period	1st year	2nd year	3rd year
		# of Corrective Action plans requested annually	60	120	60	60	60
5.1.1.1.3.3	Construction Changes	# of Construction Contractor cost proposals for changes	1120	2240	1120	1120	1120

5.1.2 PROVIDE NIH EXTRAMURAL CONSTRUCTION PROGRAM SERVICES
5.1.2 REQUIREMENTS

RFP #	Requirement
5.1.2.1	Serve as member of grant quality assurance review team
5.1.2.1.1	SP shall review design plans for NIH's National Center for Research Resources (NCRR) extramural grant program and (NIEHS) extramural grant program when services are requested.

5.1.2 CONDITIONS OF PERFORMANCE

RFP #	Requirement	Conditions Of Performance
5.1.2.1.1	SP shall review design plans for NIH's National Center for Research Resources (NCRR) extramural grant program and (NIEHS) extramural grant program when services are requested.	SP shall review architecture-engineer developed design plans and specifications for program functionality, technical accuracy, constructability, code compliance and multidiscipline coordination for NIH's extramural grant program construction projects. Review requires specialized knowledge of laboratory design, life safety codes, NIH Design Policy and Guidelines, BMBL requirements, Biosafety handbook, JCAHO, AAALAC and experience of similar facilities at NIH and other review projects. Some travel may be required.
		SP shall review design submittals to check for program functionality, technical accuracy, constructability, code compliance and multidiscipline coordination for NIH's extramural grant program. SP shall review 3 project submittals per project (Schematic Design Review in which the program is reviewed with the scientist, the design development review, and a construction document review.) SP shall provide written review comments on the design documents. SP shall review construction project upon completion for compliance with the design documents and provide a D&O report.
		SP shall prepare quarterly report including # of projects worked on and SP cost.

5.1.2 QUALITY AND TIMELINESS STANDARDS OF PERFORMANCE

RFP #	Requirement	Quality Standard	AQL	LOT	Timeliness Standard	AQL	MAX
5.1.2.1	Serve as member of grant quality assurance review team						
5.1.2.1.1	SP shall review design plans for NIH's National Center for Research Resources (NCRR) extramural grant program and (NIEHS) extramural grant program when services are requested.	SP shall review each project submittal for completeness and accuracy IAW COP.	5%	# of project submittals monthly	IAW schedule determined by government representative.	5%	4 business days
		SP review comments on design documents are complete and accurate.	5%	# of project submittals monthly	IAW schedule determined by government representative.	5%	4 business days
		D&O report is complete and accurate.	5%	# of projects worked on monthly	IAW schedule determined by government representative.	5%	4 business days

5.1.2 WORKLOAD

RFP #	Requirement	Workload Indicator	Current Annual	Base Period	1st year	2nd year	3rd year
5.1.2.1	Serve as member of grant quality assurance review team						
5.1.2.1.1	SP shall review design plans for NIH's National Center for Research Resources (NCRR) extramural grant program and (NIEHS) extramural grant program when services are requested.	# of active projects	49	100	50	50	50

5.1.3 PROVIDE FACILITIES SPACE DATA MANAGEMENT SERVICES

5.1.3 REQUIREMENTS

RFP #	Requirement
5.1.3.1	Space Documentation Drawings
5.1.3.1.1	Maintain update and store existing and new space documents (i.e., architectural floor plans and space assignment documents) for all NIH sites.

5.1.3 CONDITIONS OF PERFORMANCE

RFP #	Requirement	Conditions Of Performance
5.1.3.1.1	Maintain update and store existing and new space documents (i.e., architectural floor plans and space assignment documents) for all NIH sites.	SP shall maintain and update architectural floor plans that accurately reflect the location of partitions, room assignment, and associated square footage of the space using BOMA standards. Space document changes resulting from renovation of existing space. The space data in managed within the NIH Facilities Information Management System that uses Facility Center 7.3 software by TRIRIGA. TE- 1"GFF-Facilities" provides a summary of FY2002 space transitions that resulted in adjustments to existing documents. At the North Carolina site, the SP shall maintain and update space drawings using the AutoCAD and Archibus systems.

5.1.3 QUALITY AND TIMELINESS STANDARDS OF PERFORMANCE

RFP #	Requirement	Quality Standard	AQL	LOT	Timeliness Standard	AQL	MAX
5.1.3.1	Space Documentation Drawings						
5.1.3.1.1	Maintain update and store existing and new space documents (i.e., architectural floor plans and space assignment documents) for all NIH sites.	SP shall develop and maintain architectural partition space floor plans. Drawings must be up to date and accurately reflect the layout of all partitions, room numbers, and BOMA square feet for all NIH rooms. Partition drawings shall be field measured and verified with wall locations accurate to within + or - 0.25 inches.	1%	# of New Drawings Developed Quarterly	SP shall survey and develop new drawing within 90 days of request from government representative.	3%	Quarterly
			1%	# of Existing Drawings Updated Quarterly	SP shall survey and update existing drawing within 90 days of request from government representative.	2%	Quarterly
			1%	# of Existing Drawings Maintained Quarterly	SP shall QC and maintain drawing quality for each FY quarter rent posting.	1%	Quarterly

RFP #	Requirement	Quality Standard	AQL	LOT	Timeliness Standard	AQL	MAX
		SP shall develop and maintain the space assignments for all NIH rooms. The assignments must accurately reflect the actual space assignment occupancy and rental chargeback for each room.	0.1%	# of Rm assignment Changes Quarterly	SP shall update space assignment for each FY quarter rent posting.	1%	Quarterly
			0.5%	# of Existing Rm Records Maintained Quarterly	SP shall QC and maintain room record data for each FY quarter rent posting.	1%	Quarterly

5.1.3 WORKLOAD

RFP #	Requirement	Workload Indicator	Current Annual	Base Period	1st year	2nd year	3rd year
5.1.3.1	Space Documentation Drawings						
5.1.3.1.1	Maintain update and store existing and new space documents (i.e., architectural floor plans and space assignment documents) for all NIH sites.	# of New AutoCAD Drawings	23	35	25	26	27
		# of Existing AutoCAD Drawings Updated	250	320	329	340	351
		# of Existing AutoCAD Drawings Maintained	868	980	1024	1070	1118
		# of Rm assignment Changes	1303	1751	1395	1445	1497
		# of Existing Rm Records Maintained	48691	56700	56575	59269	62098

5.2 PROPERTY MANAGEMENT AND OPERATIONS

GENERAL

The SP shall provide to customers the following general services:

SCHEDULING

- Coordinate and schedule work with customers
- Coordinate site access
- Perform all work required for compliance with regulatory permits
- Provide Government Representative with the information necessary to comply with regulatory requirements

SERVICE CALLS

- Assign and dispatch personnel
- Perform corrective actions

DOCUMENTATION

The SP shall create, update, distribute, file, maintain, reproduce, and allow Government and inspector access to documents necessary or appropriate to the performance of work under this PWS, including without limitation:

- Logs of names, initials and signatures of personnel performing work
- Standard Operating Procedures (SOPs) for all routine activities
- Spill clean-up reports
- Personnel training and medical monitoring records
- Respond to data calls required by the Government Representative or competent regulatory agencies
- Work Order Management Information System database records
- MSDS book of current and previously used products
- Recommendations for corrective actions for potential out-of-control situations

COMPUTERIZED MAINTENANCE MANAGEMENT SYSTEM (CMMS)

SP shall provide a Computerized Maintenance Management System (CMMS) for all locations as identified in the performance work statement. NIH campus

currently uses a customized version of Micromain MS 2000 (http://www.micromain.com/products/ms2000/ms2000.html), Montana campus currently uses PWTools Emergency/Service for Windows (ESWin) (http://www.pwtools.com), and North Carolina campus currently uses Data Stream MP2 (http://www.datastream.net/products/mp2.asp).

The CMMS shall meet the functional and technical requirements as identified in TE 15.1 Computer Maintenance Management System Requirements.

SP shall provide a service call reception desk to receive work order requests from customers either centrally or at each site. In the event the SP uses site specific reception desks, the SP shall use the current established phone numbers and web sites, as shown in the following table.

Service Call Work Reception Desk Contact Information		
Location	**Phone Number**	**Electronic Request**
Bethesda & Poolesville	301-435-8000	http://www.58000.nih.gov
North Carolina	919-541-3311	http://olsen.niehs.nih.gov/ weblink/login.asp
North Carolina (non-business hours)	919-541-7515	
Montana	406-363-9225/9226	PW Tools LAN work request
Montana (electrical only)	406-363-9383	
Baltimore	410-558-8100	

The government will provide current radios and base stations in use for dispatch and work accomplishment. The current radios and base stations utilize authorized frequencies. Maintenance of radios and base stations will be provided by the government. The SP shall notify the Government Representative in writing as required for replacement and/or additional radios and base stations to be provided by the government.

The CMMS will document work reception, preventive maintenance, status of work orders, and generate a customer survey for every customer-generated work order that is completed (See TE 15.2.1 Customer Survey Sample). At the end of every month the work order management system will generate a customer survey report with customer complaints to Government Representative (See TE 15.2.2 Customer Survey Report). Government Representative will utilize validated customer complaints to assist with their quality surveillance process. SP shall utilize returned customer surveys to adjust, modify, or change his quality control process. SP shall investigate all customer surveys that indicate the work was not performed to the customer's satisfaction and provide Government Representative a monthly report with details on the investigation. The current system at the Bethesda campus automatically generates an email notice to the

SP for customer surveys submitted with a “Disagree” or “Disagree Strongly” rating (See TE 15.2.3 Disagree Customer Survey Notice).

Service calls and project work orders will not be closed until all work is completed.

Government will require “read only” access to the SP provided work order management system. Government Representative will also have access to the report modules at anytime to produce ad-hoc reports.

The Government will provide the following during the transition period:

- Connection to the NIH local area network to allow access/implementation to the SP’s work order management information system, software and e-mail system.
- Necessary computer passwords.
- The Government will set software security measures limiting the SP’s access within the Government provided software to areas requiring input for property management services.

SERVICE CALL/PROJECT WORK ORDERS

WORK CONTROL

The SP shall provide support services to accomplish and complete all required work as specified in this PWS. The SP shall schedule and perform all work IAW the terms and conditions contained in the PWS. The SP shall provide these support services through the following activities:

- Work Authorization
- Work Levels
- Service Call Priorities
- Service Call Reception
- Response to Service Calls
- Work Execution

Included in this function are a full range of management duties including, but not limited to, planning, organizing, scheduling, directing, controlling, cost accounting, report preparation, reporting, establishing and maintaining records, and quality control.

The SP shall:

- Provide adequate staff of personnel with the management expertise to assure the performance of the work in accordance with sound management practices.
- Implement all necessary work control procedures to ensure timely accomplishment of work requirements, to include or permit the tracking of work progress.
- Plan and schedule work to assure material, labor, and equipment are available to complete those requirements within the specified time limits and in conformance with the standards of quality and timeliness herein.
- Manage the total work effort associated with the services required herein to assure fully adequate and timely completion of these services.

WORK AUTHORIZATION

The SP shall accomplish property management services work through SP generated and customer generated service calls and government approved project work orders.

Service Call/Project Work Orders shall be an electronic form generated by the SP's, management information system.

WORK LEVELS

Emergency: Emergency service call abatements 24 hours or less shall not require prior government approval to exceed 80 hours labor **and** $5,000.00 material charges.

Priority: Priority service calls shall be limited to 80 hours labor **and** $5,000.00 material charges unless approval is obtained from Government Representative

Routine: Routine service calls shall be limited to 80 hours labor **and** $5,000.00 material charges unless approval is obtained from Government Representative

Project: Project Work Orders shall be jobs that normally exceed 80 hours Labor **and** $5,000.00 in total material costs. (Project Work Orders calls will be negotiated and approved by government as needed and are not to be included in the firm fixed price bid) (A not to exceed CLIN, will be established for charging government approved Project Work Orders)

SERVICE CALL PRIORITIES AND START/COMPLETION TIMEFRAMES

NIH Property Management uses the following priorities for application to all service call/project work. The SP shall utilize this priority system when accomplishing all work designated as service call/project work. The priorities are displayed in the following tables 5.2-1 and 5.2-2:

Priority 1-4: Emergency is for work that shall take priority over all other work orders and requires immediate action, including diverting of craftsman/technicians from other jobs, if necessary, to cover the emergency. Generally emergency calls will consist of correcting failures which constitute an immediate health/safety danger to personnel, or threaten to damage facilities/equipment/environment.

SP shall work continuously without interruption and shall arrest the emergency condition before departing the job-site. If further labor and material (follow-up work) are required to complete the repair, the call may exceed the 80 hours labor, $5,000.00 material maximum upon approval from the Government Representative.

SERVICE CALL PRIORITIES AND RESPONSE/COMPLETION TABLE 5.2-1

Work Level Descriptions	Priority Code	Start Time Hour(s) Day(s)	Comp Time Hour(s) Day(s)
Emergency: (Service Calls) (Note 1)			
Operating Room, Intensive Care Unit, and Critical Care Unit	1	15 min in contact/in-route to site of emergency upon notification	Abatement of emergency within 1 hour of notification
Facility/Equipment/People damage/injury (Note 2)			
Loss of primary utilities to facility (Note 3)		15 min in contact/in-route to site of emergency upon notification	Abatement of emergency within 2 hours of notification
Patient Care	2	30 min on site upon receipt of service call	Abatement of emergency within 1 hour of arrival on site
Clinical Center Medical Gas Alarms	3	15 min to revert to redundant system upon alarm notification	1 hour to repair upon alarm notification
Animal Facilities Environment, Constant Temperature, and Freezer Alarms		15 min to notify customer of alarm upon alarm notification	As agreed upon with customer and Government Representative if required
		30 min onsite within normal working hours upon alarm notification	
		2 hours onsite after normal working hours upon alarm notification	
Elevator Trap Call	4	15 min on site upon receipt of trap calls during the hours of 7:00a.m.-4:00p.m.	Personnel evacuated within 1 hour of receipt of trap call
		2 min to notify Fire Department upon receipt of trap calls during the hours of 4:00p.m.-7:00a.m.	

Notes:
(1) For Emergencies 1-4, if requested, SP shall remain on the phone with customer until abatement of emergency.
(2) Injury to people including operating suite.
(3) Primary utilities are defined as: fire alarm/suppression systems, water, sewage, high temperature hot water, steam, chilled water, electrical, medical gas, and laboratory exhaust systems.

SERVICE CALL PRIORITIES AND RESPONSE/COMPLETION TABLE 5.2-2

Work Level Descriptions	Priority Code	Start Time Hour(s) Day(s)	Comp Time Hour(s) Day(s)
Priority: (Service Calls)			
Occupied space water leaks, Card Access Door Systems	5	30 min onsite upon receipt of service call	1 hr to repair and/or abate further damage upon receipt of service call (Note 1)
Hot/Cold Temperature Adjustments, Walk-in Refrigerators, re-key locks upon employee termination	6	2 hrs onsite upon receipt of service call	4 hrs to repair upon receipt of service call
Kitchen Equipment	7	1.5 hrs onsite upon receipt of service call	24 hours to repair upon receipt of service call
Laboratory Utilities and Sinks, Toilets, Lights out, Elevators, Fume hoods and Exhaust Air, roll-up and fire doors		4 hrs onsite upon receipt of service call	
Routine: (Service Calls) 80 hours and $5,000 materials max (Note 2)	8	4 hrs onsite upon receipt of service call (Note 3)	14 calendar days to repair upon receipt of service call 7 calendar days to repair doors upon receipt of service call (Note 4) (Note 5)
Project: (Work Orders) $100,000 max	9	Upon approval from Government Representative	At a minimum 50% of all annual projects shall be completed within 60 calendar days and no more than 50% of all annual projects shall exceed 60-120 calendar days to complete from approval of project work order from Government Representative.

Notes:
(1) Repairs that involve shutdowns or major roof leaks may exceed the 1 hour completion standard. SP shall notify Government Representative and complete work as soon as possible.
(2) If service call exceeds 80 hours labor and $5,000 in materials SP shall get approval from Government Representative to convert service call to a project work order. Cost incurred for service call will be included in project cost.
(3) SP shall have parts identified and ordered within 4 days of receipt of service call.
(4) In the event that there is a problem with receipt of parts, SP shall notify Government Representative and complete job as soon as parts are received. Total open routine service

calls at any given time will not exceed the following backlog requirements: 15% 15-30 days old, 5% 31-60 days old.
(5) Routine service calls shall not exceed a monthly 5% call back rate for repeat repair actions.

SERVICE CALL RECEPTION/RESPONSE TO SERVICE CALLS

The SP shall provide the following support services for receiving Work Orders:

The SP shall have procedures developed for work orders received during regular working hours, and for receiving and responding to emergency and priority service calls during non duty-hours, to include weekends and holidays. A single toll-free telephone number shall be provided by the SP for receipt of all work orders in the event of LAN outage. All telephone calls shall be answered by an individual knowledgeable with the SP's work control procedures and the terms and conditions of this award. Service call work shall be considered received by the SP at the time and date of the received call from web based MIS, telephone call, fax, or e-mail by the SP service call center. SP shall initiate work order into the work order management information system upon receipt of service call, including all emergencies and alarms.

The Government will not be expected to call a series of phone numbers in order to locate the SP or the SP's designated representative. FAILURE TO MAINTAIN ACCEPTABLE COMMUNICATION CHANNELS SHALL BE UNSATISFACTORY SERVICE.

In case of emergency work requirement, the Government Representative may verbally authorize or direct the SP to proceed. Written confirmation will follow at the earliest possible date. Verbal authorization shall be documented by the SP to include time, date, who, what, where, etc., and shall be retained in the files. The Government Representative will establish any limitation (not to exceed, etc.) necessary at time of call.

The government will closely monitor all work orders generated, including SP generated work orders. All materials and labor hours documented will be tracked through Quality Assurance Surveillance by the government.

WORK EXECUTION

The Government requires that cost information related to property management services be reported. The Government will use SP completed work authorization documents (Work Orders), receipts, and invoices for purchases of supplies, materials, sub-contracts, and rental of equipment as the data source for this cost information.

The SP shall maintain sufficient off-the-shelf materials and equipment on hand to support Work Order requirements. Lack of availability of materials or equipment shall not relieve the SP from the requirement to complete Work Order within the time limits specified.

While performing work, the SP is subject, without notice, to on-site inspection by Government personnel and, in certain cases, inspectors from regulatory agencies. The Government

Representative may issue immediate stop-work orders for violations of Federal, State, or local laws and regulations, as well as NIH policies or procedures. Violations, which the SP is responsible, shall be remedied by the SP, as soon as reasonably practicable under the circumstances, at no cost to the Government.

EMERGENCY PREPAREDNESS

The SP shall provide sufficient personnel, to support necessary force protection, safety, and environmental operations before, during, and after destructive weather events, including, without limitation, the following: to secure flying object hazards in or around GFP; to stand watch when heightened conditions of readiness are set; and to assist in clean-up efforts.

DOCUMENTATION

Records, documents, inspections, reports, correspondence, calibrations, calculations, and all other documents and writings, together with any charts, graphs, tables, illustrations, photographs, images, and other illustrative, explanatory, historical, or analytical material, related thereto or independent thereof, regardless of the medium (or media) by which they were produced, preserved, stored, or created in connection with or for purpose(s) of work performed under this PWS, are property of the Government and shall be delivered to the Government Representative promptly, upon request. The Government will audit all records at least once a year.

The SP, for purposes of management control, Government oversight, and environmental compliance, audit, and inspection, will document all work performed under this PWS. The level of documentation required of the SP is that which will allow, within a reasonable time, reconstruction of all work performed, to include customer information, for purposes of accurate tracking, billing, and internal NIH reporting and record-keeping. The SP will prepare and preserve required documentation on an ongoing basis, substantially contemporaneous with work being performed, and deliver it to the Government Representative promptly, upon request.

The SP, at no expense to the NIH, must correct and re-submit improperly prepared records rejected by the Government Representative.

Manufacturer and equipment O&M manuals will be provided in the facilities where used.

Records provided allow historic reconstruction of all work, inspections or surveys performed and maintained up-to-date.

The SP shall provide log of names, initials and signatures initially at the pre-performance meeting and maintain the logs up-to-date thereafter.

5.2 CONDITIONS OF PERFORMANCE

Conditions of Performance
SP shall perform all work and maintain systems IAW OSHA regulations. SP shall maintain ACU property IAW AAALAC accreditation requirements. SP shall maintain Clinical Center Complex and Clinical Research Center property IAW JCAHO accreditation requirements. NIH property maintenance and operations routinely involves handling and exposure to hazardous materials.
SP shall operate, repair, and maintain all facilities identified in TE-1 Government Furnished Facilities series and all government furnished, SP maintained equipment identified in TE-2 Government Furnished Equipment series and TE-12 Entry and Security Systems.
SP shall operate, maintain, and repair the buildings' steam distribution systems which includes but is not limited to traps, valves, pumps, tanks, anchors, expansion joints, flash tanks, pressure reducing stations, and associated piping. This includes both supply and condensate return systems. Properly maintained steam distribution systems are leak free, insulation is intact and dry, valves and traps are operational and steam is delivered to all building areas at the required capacity and pressure.
SP shall operate, maintain, and repair the buildings' HTHW distribution systems which include but are not limited to valves, pumps, anchors, expansion joints, and associated piping. This includes both supply and return systems. Properly maintained HTHW distribution systems are leak free, insulation is intact and dry, valves are operational, and HTHW is delivered to all building areas at the required capacity, pressure, and temperature.
SP shall operate, maintain, and repair the buildings' chilled water distribution systems which include but are not limited to valves, pumps, anchors, expansion joints, and associated piping. This includes both supply and return systems. Properly maintained chilled water distribution systems are leak free, insulation is intact and dry, valves are operational, and chilled water is delivered to all building areas at the required capacity and temperature.
SP shall operate, maintain, and repair the buildings' electrical distribution systems which include but are not limited to main and emergency switchgears, motor control centers, all panels, breakers, distribution lines, lighting systems, lightning arrestors and protection systems, and grounding systems. Properly maintained electrical distribution systems conform to NEC and NFPA standards and deliver the required power at proper voltage to all areas of the building. SP shall provide electrical power to buildings 99.5%, 24/7 and there will be no power outage of a duration 2 hours or longer, per area served by secondary panel.
SP shall operate, maintain, and repair the buildings' domestic water distribution systems which include but are not limited to valves, pumps, anchors, and associated piping. Properly maintained domestic water distribution systems are leak free, valves are operational, and domestic water is delivered to all building areas at the required capacity and quality. If SP cannot maintain drinkable water quality in a building, SP shall provide bottled water services.
SP shall operate, maintain, and repair the buildings' sanitary sewer distribution systems which include but are not limited to traps, vents, and associated piping. Properly maintained sanitary sewer distribution systems are leak free and waste is properly removed from buildings to primary sanitary sewer distribution systems.

Conditions of Performance
SP shall operate, maintain, and repair the buildings' gas distribution systems which include CO2, N2O, O2, N2, medical air, compressed air, anesthesia vacuum, laboratory vacuum, and medical vacuum. SP shall operate and maintain bulk storage fields and cylinder banks for all medical gases located at Building 10. In the event of a medical gas system failure, SP shall revert to the redundant system within 15 minutes. Systems must operate IAW NFPA regulations and functional requirements.
SP shall operate, maintain, and repair the buildings' natural gas and propane distribution systems which include but are not limited to valves, pressure regulators, and associated piping. Properly maintained natural gas and propane distribution systems are leak free, valves are operational, and gas is delivered to all building areas at the required capacity and pressure.
The maximum allowable downtime for any building utility system is two times per month with a maximum duration of 2 hours each occurrence, excluding scheduled/planned shutdowns.
SP shall maintain respirator fit testing and annual physical requirements for all employees utilizing respirators IAW 29 CFR 1910.134.
To assist with facility security efforts, the SP shall inspect mechanical areas and related spaces IAW the following: a) Green Alert - Weekly inspections of all areas for suspicious findings and packages. b) Blue Alert - Weekly inspections of all areas for suspicious, findings, packages or irregular parking issues where applicable. c) Yellow Alert - Weekly or more frequent inspections of all areas for suspicious findings, packages or irregular parking issues where applicable. d) Orange Alert - Daily inspections of all areas for suspicious findings, packages or irregular parking issues where applicable. e) Red Alert - Twice daily inspections of all areas for suspicious findings, packages or irregular parking issues where applicable.

5.2.1 GENERAL

5.2.1 REQUIREMENTS

The following table illustrates which requirements pertain to each site. For each requirement row, an 'X' appears in the site location column for which that service is required.

RFP #	Requirement	Bethesda	North Carolina	Montana	Poolesville	Baltimore	Leased Facilities in Montgomery County	Leased Facilities in North Carolina
5.2.1.1	Preventive Maintenance	X	X	X	X	X	X	
5.2.1.1.1	Maintain inventory of all facility equipment	X	X	X	X	X	X	
5.2.1.1.2	Perform prescribed preventive maintenance on equipment	X	X	X	X	X		
5.2.1.1.3	Perform SP-proposed preventive/ predictive maintenance on equipment	X	X	X	X	X	X	
5.2.1.1.4	Update maintenance plans and schedules	X	X	X	X	X	X	
5.2.1.2	Provide Workload Reports	X	X	X	X	X	X	X

5.2.1 CONDITIONS OF PERFORMANCE

RFP #	Requirement	Conditions Of Performance
5.2.1.1.1	Maintain inventory of all facility equipment	SP will maintain facility equipment inventory, comprised of TE 2.2 GFE Service Provider Maintained Equipment series and TE 12 Entry and Security Systems series. Inventory lists will be provided, and must be maintained, in a Microsoft Access or compatible database.
5.2.1.1.2	Perform prescribed preventive maintenance on equipment	SP shall maintain and update procedures as required by changes in JCAHO requirements.
		SP shall maintain and update procedures as required by changes in NFPA, WSSC, NEC, EPA, and ASME A17 codes.
		SP shall notify customer prior to performance for any PM that impacts customer activities. In the event the SP is unable to perform required PM due to customer constraints, SP shall notify Government Representative in writing within 1 business day of SP determination of schedule deviation. SP shall perform PM action as instructed by Government Representative.
		SP shall ensure that an annual safety inspection of all elevators, escalators, dumb waiters, and lifts by a state licensed inspector is performed IAW ASME 17. SP shall provide a 5 year weight and speed test on all elevators, dumb waiters, and lifts using a state licensed inspector in the 2nd year of the Base Period IAW ASME 17. SP shall provide Government Representative with certificates of compliance for all elevators, escalators, dumb waiters, and lifts within 30 days of test completion.
		SP shall ensure that an annual safety inspection of all hoists and cranes by a state licensed inspector is performed IAW ASME/ANSI B30. SP shall provide Government Representative with certificates of compliance for all hoists and cranes within 30 days of test completion.
5.2.1.1.3	Perform SP-proposed preventive/ predictive maintenance on equipment	SP shall submit a maintenance plan with the technical proposal for Government evaluation. Maintenance plans can be either predictive, preventive, reliability centered maintenance, or any combination thereof. Preventive maintenance plans will include requirements for annual, semi-annual, quarterly, and monthly schedules. Upon Government approval, SP schedule and plans will become part of the award.

RFP #	Requirement	Conditions Of Performance
		NIH is currently developing a predictive maintenance program to maintain equipment identified in TE 2.2 GFE Service Provider Maintained Equipment and will coordinate with SP to fulfill future requirements as they develop.
		SP shall coordinate PM with customer prior to performance. In the event the SP is unable to perform required PM due to customer constraints, SP shall notify Government Representative in writing within 1 business day of SP determination of schedule deviation. SP shall perform PM action as instructed by Government Representative.
5.2.1.1.4	Update maintenance plans and schedules	SP shall continue performing PM maintenance IAW existing maintenance plan pending plan update approval. SP shall provide maintenance plan as-is upon government request.
5.2.1.2	Provide Workload Reports	SP shall provide monthly workload reports for all sites. Refer to TE 15.3 Workload Reports series for example reports containing all required data elements.

5.2.1 QUALITY AND TIMELINESS STANDARDS OF PERFORMANCE

RFP #	Requirement	Quality Standard	AQL	Lot	Timeliness Standard	AQL	MAX
5.2.1.1	Preventive Maintenance						
5.2.1.1.1	Maintain inventory of all facility equipment	Clinical Center Complex and Clinical Research Center equipment inventory lists as identified in TE 2.2.7 GFE-SPME-Clinical Center and Clinical Research Center are current and accurate	1%	# of equipment line items	Equipment inventory lists updated annually and provided to Government Representative by October 1	0%	
		NIH equipment inventory lists as identified in TE 2.2 GFE Service Provider Maintained Equipment series and TE 12 Entry and Security Systems series, excluding TE 2.2.7 GFE-SPME-Clinical Center and Clinical Research Center, are current and accurate	5%	# of equipment line items	Equipment inventory lists updated every 4 years and provided to Government Representative by April 1	0%	
				# of updates quarterly at Bethesda & Poolesville	Equipment lists maintained electronically and updated within 60 calendar days of new installation, removal, or replacement	0%	

RFP #	Requirement	Quality Standard	AQL	Lot	Timeliness Standard	AQL	MAX
				# of updates quarterly at Baltimore	Equipment lists maintained electronically and updated within 60 calendar days of new installation, removal, or replacement	0%	
				# of updates quarterly at Montana	Equipment lists maintained electronically and updated within 60 calendar days of new installation, removal, or replacement	0%	
				# of updates quarterly at North Carolina	Equipment lists maintained electronically and updated within 60 calendar days of new installation, removal, or replacement	0%	
5.2.1.1.2	Perform prescribed preventive maintenance on equipment	All preventive maintenance actions performed on the equipment and at the specified frequency identified in TE 7.1 Bethesda JCAHO PM Schedule IAW the task steps specified in TE 7.1.1 Bethesda JCAHO Prescribed Equipment PM Guides	5%	# of preventive maintenance actions monthly	All preventive maintenance actions performed IAW the schedule specified in TE 7.1 Bethesda JCAHO Prescribed Equipment PM Schedule	0%	

RFP #	Requirement	Quality Standard	AQL	Lot	Timeliness Standard	AQL	MAX
		All preventive maintenance actions performed on the equipment and at the specified frequency identified in TE 7.2 Clinical Center & Clinical Research Center PM Schedule IAW the task steps specified in TE 7.2.1 CC & CRC Prescribed Equipment PM Guides	10%	# of preventive maintenance actions monthly	All preventive maintenance actions performed IAW the schedule specified in TE 7.2 CC & CRC Prescribed Equipment PM Schedule	0%	
		All preventive maintenance actions performed on the equipment and at the specified frequency identified in TE 7.3 Bethesda Prescribed Equipment PM Schedule and TE 7.4 Poolesville Prescribed Equipment Schedule IAW the task steps specified in TE 7.3.1 Bethesda Prescribed Equipment PM Guides and TE 7.4.1 Poolesville Prescribed Equipment PM Guides	10%	# of preventive maintenance actions monthly	All preventive maintenance actions performed IAW the schedule specified in TE 7.3 Bethesda Prescribed Equipment PM Schedule	0%	

RFP #	Requirement	Quality Standard	AQL	Lot	Timeliness Standard	AQL	MAX
		All preventive maintenance actions performed on the equipment and at the specified frequency identified in TE 7.5 Baltimore Prescribed Equipment PM Schedule IAW the task steps specified in TE 7.5.1 Baltimore Prescribed Equipment PM Guides	10%	# of preventive maintenance actions monthly	All preventive maintenance actions performed IAW the scheduled specified in TE 7.5 Baltimore Prescribed Equipment PM Schedule	0%	
		All preventive maintenance actions performed on the equipment and at the specified frequency identified in TE 7.7 Montana Prescribed Equipment PM Schedule IAW the task steps specified in TE 7.7.1 Montana Prescribed Equipment PM Guides	10%	# of preventive maintenance actions monthly	All preventive maintenance actions performed IAW the scheduled specified in TE 7.7 Montana Prescribed Equipment PM Schedule	0%	

RFP #	Requirement	Quality Standard	AQL	Lot	Timeliness Standard	AQL	MAX
		All preventive maintenance actions performed on the equipment and at the specified frequency identified in TE 7.6 North Carolina Prescribed PM Equipment Schedule IAW the task steps specified in TE 7.6.1 North Carolina Prescribed PM Equipment Guides	10%	# of preventive maintenance actions monthly	All preventive maintenance actions performed IAW the scheduled specified in TE 7.6 North Carolina Prescribed PM Equipment Schedule	0%	
5.2.1.1.3	Perform SP-proposed preventive/ predictive maintenance on equipment	All annual maintenance actions performed IAW government approved, SP submitted plan and schedule on equipment identified in TEs 7.13, 7.14, 7.14.1, 7.14.2, 7.15, 7.15.1, 7.16, 7.17, 7.18, and TE 12 Entry and Security Systems series	5%	# of preventive maintenance actions annually	Maintenance actions performed NLT 30 calendar days past approved schedule	10%	60 calendar days

RFP #	Requirement	Quality Standard	AQL	Lot	Timeliness Standard	AQL	MAX
		All monthly, quarterly, and semi-annual maintenance actions performed IAW government approved, SP submitted plan and schedule on equipment identified in TEs 7.13, 7.14, 7.14.1, 7.14.2, 7.15, 7.15.1, 7.16, 7.17, 7.18, and TE 12 Entry and Security Systems series	20%	# of preventive maintenance actions monthly	Maintenance actions performed NLT 15 calendar days past approved schedule	10%	30 calendar days
5.2.1.1.4	Update maintenance plans and schedules	As new equipment is installed and old equipment removed, plan and schedule is updated and PM performed	0%	# of plans for Bethesda & Poolesville	Plan updated annually and provided to Government Representative for approval NLT 1 October	0%	
			0%	# of plans for Baltimore	Plan updated annually and provided to Government Representative for approval NLT 1 October	0%	
			0%	# of plans for Montana	Plan updated annually and provided to Government Representative for approval NLT 1 October	0%	
			0%	# of plans for North Carolina	Plan updated annually and provided to Government Representative for approval NLT 1 October	0%	

RFP #	Requirement	Quality Standard	AQL	Lot	Timeliness Standard	AQL	MAX
				# of equipment installations and removals quarterly at Bethesda & Poolesville	Plan and schedule is updated within 60 calendar days of installation and/or removal	0%	
				# of equipment installations and removals quarterly at Baltimore	Plan and schedule is updated within 60 calendar days of installation and/or removal	0%	
				# of equipment installations and removals quarterly at Montana	Plan and schedule is updated within 60 calendar days of installation and/or removal	0%	
				# of equipment installations and removals quarterly at North Carolina	Plan and schedule is updated within 60 calendar days of installation and/or removal	0%	
5.2.1.2	Provide Workload Reports	Workload Reports provided to Government Representative are current and accurate with the data elements identified in TE 15.3 Workload Reports series	0%	# of reports monthly	Workload reports provided NLT the 7th business day of the following month	0%	

5.2.1 WORKLOAD

RFP #	Requirement	Workload Indicator	Current Annual	Base Period	1st year	2nd year	3rd year
5.2.1.1	Preventive Maintenance						
5.2.1.1.1	Maintain inventory of all facility equipment	# of inventory lists as identified in TE 2.2.7 GFE-SPME-Clinical Center and Clinical Research Center	1	2	1	1	1
		# of inventory lists as identified in TE 2.2 GFE Service Provider Maintained Equipment series and TE 12 Entry and Security Systems, excluding TE 2.2.7 GFE-SPME-Clinical Center and Clinical Research Center	6	0	0	6	0
		# of updates at Bethesda & Poolesville	171	342	171	171	171
		# of updates at Baltimore	3	6	3	0	0
		# of updates at Montana	3	6	3	3	3
		# of updates at North Carolina	12	24	12	12	12

RFP #	Requirement	Workload Indicator	Current Annual	Base Period	1st year	2nd year	3rd year
5.2.1.1.2	Perform prescribed preventive maintenance on equipment	# of prescribed preventive maintenance actions on JCAHO equipment (system components)	79,003	158,006	79,492	80,760	79,731
		# of prescribed preventive maintenance actions on CC & CRC equipment (system components)	50,524	101,048	50,563	57,958	61,812
		# of prescribed preventive maintenance actions on equipment (system components) at Bethesda & Poolesville	47,928	95,856	48,802	47,928	47,944
		# of prescribed preventive maintenance actions on equipment at Baltimore	74	148	102	74	82
		# of prescribed preventive maintenance actions on equipment at Montana	7,689	15,378	7,689	7,689	7,689

RFP #	Requirement	Workload Indicator	Current Annual	Base Period	1st year	2nd year	3rd year
		# of prescribed preventive maintenance actions on equipment at North Carolina	2,041	4,082	2,041	2,041	2,041
5.2.1.1.3	Perform SP-proposed preventive/ predictive maintenance on equipment	# of SP-proposed preventive maintenance actions on equipment		Workload will be determined upon approval of proposal			
5.2.1.1.4	Update maintenance plans and schedules	# of plans for Bethesda & Poolesville	1	2	1	1	1
		# of plans for Baltimore	1	2	1	1	1
		# of plans for Montana	1	2	1	1	1
		# of plans for North Carolina	1	2	1	1	1
		# of equipment installations and removals at Bethesda & Poolesville	171	342	171	171	171
		# of equipment installations and removals at Baltimore	3	6	3	0	0
		# of equipment installations and removals at Montana	3	6	3	3	3

RFP #	Requirement	Workload Indicator	Current Annual	Base Period	1st year	2nd year	3rd year
		# of equipment installations and removals at North Carolina	12	24	12	12	12
5.2.1.2	Provide Workload Reports	# of reports annually	84	168	84	84	84

5.2.2 FACILITY MAINTENANCE AND OPERATIONS SERVICES

5.2.2 REQUIREMENTS

The following table illustrates which requirements pertain to each site. For each requirement row, an 'X' appears in the site location column for which that service is required.

RFP #	Requirement	Bethesda	North Carolina	Montana	Poolesville	Baltimore	Leased Facilities in Montgomery County	Leased Facilities in North Carolina
5.2.2.1	Service Calls	X	X	X	X	X	X	
5.2.2.1.1	Perform plumbing services	X	X	X	X	X		
5.2.2.1.2	Perform electrical services	X	X	X	X	X		
5.2.2.1.3	Perform HVAC services	X	X	X	X	X		
5.2.2.1.3.1	Replace air intake filters during unusual atmospheric conditions			X				
5.2.2.1.4	Perform architectural amenities services	X	X	X	X	X		
5.2.2.1.5	Perform masonry services	X	X	X	X	X		
5.2.2.1.6	Perform sheet metal services	X	X	X	X	X		
5.2.2.1.7	Perform refrigeration services	X	X	X	X	X		
5.2.2.1.8	Perform painting services	X	X	X	X	X		
5.2.2.1.9	Maintain animal care facility space surfaces	X		X	X			
5.2.2.1.10	Perform elevator, escalator, lift, and dumb waiter services	X	X	X	X	X		
5.2.2.1.11	Operate, maintain and repair hospital automated transport systems	X						
5.2.2.1.12	Verify utility delivery to IC-owned equipment	X			X			
5.2.2.1.13	Maintain washers			X		X		
5.2.2.1.14	Maintain doors and gates	X	X	X	X	X		
5.2.2.1.15	Install and repair roofing	X	X	X	X			
5.2.2.1.16	Install, repair, and upgrade fire control systems and	X	X	X	X	X		

RFP #	Requirement	Bethesda	North Carolina	Montana	Poolesville	Baltimore	Leased Facilities in Montgomery County	Leased Facilities in North Carolina
	procedures							
5.2.2.1.17	Install, maintain, and upgrade entry and security systems	X	X	X		X	X	
5.2.2.1.18	Install, maintain, and upgrade building automation control systems	X	X	X	X	X		
5.2.2.1.19	Adjust and repair automated animal bedding and feeding system		X					
5.2.2.2	Provide bottled water services	X	X					
5.2.2.3	Coordinate all system shutdowns with customers	X	X	X	X	X		
5.2.2.4	Coordinate and Complete Projects	X	X	X	X	X		
5.2.2.5	Perform Locksmith Services	X	X	X	X	X		
5.2.2.6	Perform Custodial Services	X	X	X	X	X	X	
5.2.2.7	Solid Waste Stream Program		X					
5.2.2.7.1	Operate solid waste removal program		X					
5.2.2.7.2	Operate medical pathological waste removal program		X					
5.2.2.7.3	Operate recycling program		X					
5.2.2.8	Operate, maintain, and repair compressed air systems	X	X	X	X			
5.2.2.9	Provide Kitchen Hood Fire Suppression and Cleaning Services	X						
5.2.2.10	Repair Kitchen Equipment		X					X
5.2.2.11	Provide Trap Cleaning Services	X						

RFP #	Requirement	Bethesda	North Carolina	Montana	Poolesville	Baltimore	Leased Facilities in Montgomery County	Leased Facilities in North Carolina
5.2.2.12	Repair Lobby, Stairwell, and Corridor Public Spaces	X			X			
5.2.2.13	Update "As-Built" Drawings, Equipment Operation and Maintenance Documentation/ Specifications	X	X		X			

5.2.2 CONDITIONS OF PERFORMANCE

RFP #	Requirement	Conditions Of Performance
5.2.2.1	Service Calls	SP shall use the building automation control systems currently in place and provided for operation and control of various systems.
		Any trade-specific service call may actually require several disciplines to complete the work.
5.2.2.1.1	Perform plumbing services	Plumbing systems include but are not limited to toilets, sinks, urinals, plumbing fixtures, valves, potable, non-potable, laboratory, domestic, hot and cold, high temperature hot water, equipment hot water systems, chilled water, water softeners, storage tanks, drainage waste and vent systems, water-to-water and steam-to-water heat exchangers, tankless hot water systems, pneumatic operated distribution systems, storm and sanitary pit sewer systems, storm water sand interceptors, and insulation.
		Plumbing systems in Clinical Center Complex and Clinical Research Center additionally include central reverse osmosis systems.
		Plumbing systems at the North Carolina site additionally include reverse osmosis, de-ionized water, and aquatic purification systems.
5.2.2.1.2	Perform electrical services	Electrical systems include but are not limited to interior lighting, circuits and circuit breakers, panel boxes, grounding systems, doctor's paging system, communication antennas, step down and buck and boost transformers, lightning arrestors and protection systems, wiring and cables, motors, and primary, secondary, and uninterrupted power supplies and generators, and exterior lights and street lights (street lights on the Bethesda campus are depicted in TE 18.1.1.8 Bethesda Street Light Inventory Map), underground duct banks, and direct burial of electrical cable.

RFP #	Requirement	Conditions Of Performance
5.2.2.1.3	Perform HVAC services	HVAC systems include but are not limited to pumps, motors, coils, electronic filters, pre-filters, HEPA filters, humidifiers, constant volume boxes, variable air volume boxes, pre-heat and re-heat systems, hot water, steam, and electric terminal reheat systems, terminal humidification systems, air balancing space and capture devices, pneumatic control air systems and equipment, thermostats, insulation, supply and exhaust fans, air driers, fan coil units, induction air units, fume hoods, pressure differential monitor system, hot and cold duct systems, and air handling and high pressure air handling units, cooling towers and cooling tower water treatment equipment, ozone water treatment systems, and residential and commercial heating and cooling systems.
		SP shall make changes to environmental parameters as requested by customer or Government Representative within 24 hours of notification. Parameters include lighting, temperature, humidity, supply air, and exhaust air.
		Heating and cooling: In the winter, the temperature will be maintained between 70 and 78 degrees Fahrenheit and at least 30% to 60% relative humidity for buildings with humidity controls. In the summer, the temperature will be maintained between 72 and 78 degrees Fahrenheit and 30% to 60% relative humidity for buildings with humidity controls . In addition, temperatures in animal spaces will be maintained to accommodate specific animal species. Circumstances outside SP control may require SP to make adjustments to the above temperature ranges. Such circumstances include unusually extreme weather and/or temporary regional energy shortages.
		Required environmental parameters for animal spaces are shown in TE 9 AAALAC Accreditation Requirements.
5.2.2.1.3.1	Replace air intake filters during unusual atmospheric conditions	This requirement pertains only to the Montana site. Several conditions exist throughout the year that affect air intake filters. They include cotton wood tree shedding in spring and early summer, frost during inversions in winter, and smoke during fire season. In each of these cases, filters may have to be changed very often, sometimes on a 24/7 basis at 17 separate locations.

RFP #	Requirement	Conditions Of Performance
5.2.2.1.4	Perform architectural amenities services	Architectural amenities services include but are not limited to the routine repair of interior/exterior finishes of door and window trim, ceilings, and door and window glass in certain assigned spaces. At the Bethesda campus, the assigned Space Type categories of ADMIN, LAB, STORAGE, FOOD SER, LIGHT INDUST, CONFERENCE, ANIMAL, ADP, SPECIAL, and RETAIL are included and identified in TE-1.2 GFF NIH Bethesda Facilities Utilization (Room by Room) and TE-1.3 GFF NIH Poolesville Facilities Utilization (Room by Room).
		Work includes but is not limited to walls and doors, vinyl flooring, special purpose seamless floors, handrails, chair rails, drywall, plaster ceilings, ceiling tiles, cove base, partitions, and floors in Class Types "Bldg Common", "Floor Common", and "Stairs" as indicated in TE-1.2 GFF NIH Bethesda Facilities Utilization (Room by Room) and TE-1.3 GFF NIH Poolesville Facilities Utilization (Room by Room).
		Work includes all interior and exterior amenities for residential quarters. Bethesda residential quarters consist of buildings 15B1, 15B2, 15C1, 15C2, 15D1, 15D2, 15E1, 15E2, 15F1, 15F2, 15G1, 15G2, 15H, 15I. Poolesville residential quarters consist of buildings T-6, T-21, T-22, 116, and 117.
		Architectural amenity services at the Baltimore, Montana, and North Carolina sites include all spaces as identified in TEs 1.6 Baltimore Facilities with floor plans, 1.7 North Carolina Facilities with floor plans, and 1.8 Montana Facilities with floor plans. Additionally, architectural amenities services at the North Carolina site include systems furniture.
5.2.2.1.5	Perform masonry services	Masonry services include but are not limited to the installation and maintenance of concrete curbs, forms, pads, floors, street light bases, walls, envelopes, man holes, plaster work, textured ceiling repair, wall and floor ceramic tile, brick and block, ornamental and structural stone work, concrete and cement finishing, thrust blocks for underground piping systems, and erection of scaffolding and temporary structures.
5.2.2.1.6	Perform sheet metal services	Sheet metal services include but are not limited to fabrication and replacement of HVAC sheet metal, fabrication of sheet metal assemblies from specifications; fabrication, installation, and repair of tools, metal equipment parts, and equipment guards; and welding of various metals.

RFP #	Requirement	Conditions Of Performance
		SP shall maintain valid state welding certifications for all work performed.
5.2.2.1.7	Perform refrigeration services	Refrigeration equipment includes hot and cold constant temperature room and equipment, water fountains, and ice machines.
		Refrigeration equipment at the Montana site additionally includes refrigerators, freezers, refrigerated incubators, air driers, frog room coolers, electron microscope coolers, MRI coolers, and ultra-low, cascade, and type II systems.
		Refrigeration equipment at the Poolesville site additionally includes direct expansion systems.
		SP shall maintain EPA required type II, III, and IV refrigerant certifications IAW EPA Section 608.
5.2.2.1.8	Perform painting services	At the Bethesda and Poolesville sites, painting services include but are not limited to the patching, repair, and painting of the interior and exterior area surfaces, fire hydrants, pipes, panel boxes, heavy equipment, elevator towers, stairwells, incinerator equipment, electrical generators and conduits; and the installation and maintenance of wall paper and ceramic wall tiles, in Class Types "Bldg Common", "Floor Common", and "Stairs" as indicated by TE-1.2 GFF NIH Bethesda Facilities Utilization (Room by Room) and TE-1.3 GFF NIH Poolesville Facilities Utilization (Room by Room).
		At the Bethesda and Poolesville sites, painting services do not include the total repainting of assigned space as indicated by TE-1.2 GFF NIH Bethesda Facilities Utilization (Room by Room) and TE-1.3 GFF NIH Poolesville Facilities Utilization (Room by Room). Assigned spaces include ADMIN, LAB, STORAGE, FOOD SER, LIGHT INDUST, CONFERENCE, CLINICAL, ADP, and RETAIL.
		Painting services at the Baltimore, Montana, and North Carolina sites include all assigned and not assigned spaces.
		Paint conforms to NEC, NFPA regulations, and special occupancy requirements.
5.2.2.1.9	Maintain animal care facility space surfaces	Surfaces of animal care facilities include but are not limited to floors, walls, doors, and ceilings.
5.2.2.1.10	Perform elevator, escalator, lift, and dumb waiter services	SP shall repair and provide technical assistance for elevators, escalators, elevator lifts, and dumb waiters listed in TE 2.2 Service Provider Maintained Equipment series.

RFP #	Requirement	Conditions Of Performance
5.2.2.1.11	Operate, maintain and repair hospital automated transport systems	This requirement pertains to the Bethesda campus only. Automated transport systems include the operation and maintenance of the Teledynamics track transport system and the pneumatic tube system to include fixing problems caused by operator error, such as jammed tubes or cars off track.
		Teledynamics track transport system services include collection and proper distribution of cars to each station IAW specified customer requirements.
		Pneumatic tube system services include collection and proper distribution of tubes to each station IAW specified customer requirements.
5.2.2.1.12	Verify utility delivery to IC-owned equipment	This requirement pertains to the Bethesda and Poolesville sites only. IC owned equipment includes but is not limited to autoclaves, cage washers, portable refrigerators and freezers, ice machines, reverse osmosis systems, nurse call systems, televisions, DVD players, and VCRs.
5.2.2.1.13	Maintain washers	This requirement pertains only to the Baltimore and Montana sites. Washers include cage, rack, glassware, and bottle washers.
5.2.2.1.14	Maintain doors and gates	Door types include interior, exterior, automatic, roll-up, bi-fold, revolving, lab, specialty animal room, impact, and associated door hardware. Gate types include powered and chain link.
5.2.2.1.15	Install and repair roofing	SP shall maintain roofing indicated in TE 11 Roof Inventory and Locations series to minimize leaks and eliminate damage to facilities and equipment. This includes roof surfaces, flashings, counter flashings, caps, gutters, downspouts, scuppers, and underground rain leaders.
5.2.2.1.16	Install, repair, and upgrade fire control systems and procedures	Fire control systems include but are not limited to smoke and fire dampers, sprinkler systems, smoke and heat detectors, safe zone fire pressurization, smoke evacuation, fire communication lines, visual and audible alarm systems, hood and duct systems, fire door control system, pull stations, trunk lines, McCollough system, and hearing-impaired alert system.
		SP shall coordinate with fire prevention personnel for updates and alterations to the configuration of fire control systems.
		SP shall coordinate with fire prevention personnel and building occupants for all emergency alarms, evacuation plans, and fire drills.
		At the North Carolina site, SP shall coordinate with the Health & Safety Branch and Security Force for testing of all fire alarm components.

RFP #	Requirement	Conditions Of Performance
5.2.2.1.17	Install, maintain, and upgrade entry and security systems	Entry and security systems include but are not limited to the card access door systems and closed-circuit cameras, monitors, digital recorders, and VCRs identified in TE 12 Entry and Security Systems series.
5.2.2.1.18	Install, maintain, and upgrade building automation control systems	At Bethesda & Poolesville, SP shall maintain the Siemens Building Technologies systems and Johnson Controls systems currently in place.
5.2.2.1.19	Adjust and repair automated animal bedding and feeding system	This requirement pertains to the North Carolina site only.
5.2.2.2	Provide bottled water services	Bottled water services includes placement of dispensers to the locations indicated in TE 13.1 Bottled Water Service Locations, delivery of bottled water and drinking cups, and sanitizing of dispensers. Water bottles shall be 5 gallons in size/capacity and shall fit appropriate, tamper proof dispensers.
		Bottled water provided for Bethesda & Poolesville shall be IAW CFR Title 21, Parts 103, 110, and 129. Botteld water provided for North Carolina will be IAW North Carolina Administrative Code, Title 2 (Department of Agriculture), Chapter 9 (Food & Drug Protection Division), Subchapter 9B,0022, Part 103, Subpart B, Paragraph 103.35; and Part 129; and Part 110.
5.2.2.3	Coordinate all system shutdowns with customers	SP coordinates with customers for all system shutdowns for all facilities via the utility webpage system and sign posting notification at predetermined locations.
		SP shall provide temporary utility delivery when shutdowns include primary switch gear, as well as JCAHO equipment as identified in TE 7.1 Bethesda JCAHO Prescribed Equipment Schedule. Temporary utility delivery must be provided or arrangements made for additional security personnel when shutdowns include entry and security systems.
		For animal space emergency generator automatic transfer switch tests, SP shall coordinate with the IC facility manager and agree upon test schedule prior to conducting test. Emergency generator automatic transfer switch tests are typically performed on Saturdays or Sundays.

RFP #	Requirement	Conditions Of Performance
		For the Clinical Center, the monthly automatic transfer switch test is performed the first Wednesday of each month at 12:00AM. Clearance from operating suite personnel must be obtained prior to 9:00PM the day before the test. Critical and Intensive Care units must be notified of test at least 15 minutes prior to beginning test.
		For the Clinical Center, the semi-annual emergency power systems test is normally scheduled for the 1st weeks of April and October. SP shall coordinate with the Clinical Center facility manager and agree upon test schedule prior to customer notification.
		In the event of an emergency shutdown, SP shall provide notification of shutdown prior to or simultaneously when responding to emergency condition.
5.2.2.4	Coordinate and Complete Projects	SP shall be aware that service calls that are greater than 80 hours of labor and greater than $5,000 in material costs will result in a project work order with a maximum cost not to exceed $100,000 and will not require A&E design support. Upon project approval by Government Representative, SP shall provide a statement of work with associated drawings, project schedule, and a minimum of 3 cost estimates.
		SP shall initiate notification to government regarding service calls that may result in project work orders for approval.
		Government may initiate project level work orders to SP.
		A project list for Bethesda, Poolesville, and Baltimore is available in TE 6.4 Bethesda, Poolesville, Baltimore Repair Projects less than $100K.
5.2.2.5	Perform Locksmith Services	Locksmith services include installation and maintenance of key-operated locks; fabrication, distribution, and maintaining inventory of keys; maintenance of key-control systems, changing safe combinations, re-keying services, replacement and repair of door knobs, and responding to emergency locksmith service calls.
		SP employees performing locksmith services must meet security clearance requirements for sensitive work positions as specified in Section C-4.
		At the Bethesda campus, key requests are made via the ADB system. At the North Carolina site, key requests are made via the internal web page and MP2.

RFP #	Requirement	Conditions Of Performance
		SP shall maintain state licensing requirements for providing locksmith services
5.2.2.6	Perform Custodial Services	Custodial services include cleaning tasks that are performed on a frequent basis but require no special scheduling or planning, such as trash collection, dusting, sweeping, vacuuming and/or damp wiping of horizontal and vertical surfaces to include but not limited to furniture, window blinds, cubical walls, pictures, and bookshelves, dust mopping, damp mopping and vacuuming floors, sanitizing restroom fixtures and food-related surfaces, cleaning chalk and water marker boards, cleaning mirror, window, and door glass. Restrooms are cleaned and supplies fully stocked by 9:00AM. Restroom cleaning should be structured so that a restroom is available on every other floor. (Example, while cleaning the first floor, the second floor should be available or, while cleaning the third floor, the fourth floor should be available, etc.) Spaces to be clean are indicated in TE 10 Custodial Service Requirements series.
		Trash collection includes collecting cardboard boxes. Cardboard boxes are broken down, are not visible in hallways, and placed on the loading docks in the designated location.
		SP shall respond to all emergency custodial service related problems requested by Government Representative. Emergency situations include but are not limited to cleaning due to restroom floods, accidents such as coffee or beverage spillage in main corridors or rooms, dropped food, and broken glass.
		SP shall perform reimbursable additional services, as requested, such as special events including but not limited to rearrangement of conference room furnishings, or unique cleaning requests such as pre-occupancy of a NIH residential quarters and shampooing of carpet.

RFP #	Requirement	Conditions Of Performance
		SP shall perform project cleaning that includes but is not limited to cleaning activities that are performed on a scheduled basis, such as spray buffing, scrubbing, stripping and waxing of hard surfaced floors; bonnet buffing and extraction/dry cleaning of carpets, high dusting and pre-occupancy cleaning of staff areas (post renovation project occupancy cleaning). At the North Carolina site, SP shall clean and polish the copper walls in the Rall Building, Module B, lobby and conference rooms. SP shall notify the occupants of areas in which floor care is to occur at least 48 hours in advance by posting notices indicating the date and time service will be performed. On the scheduled date of service, and immediately before the project cleaning activity begins, SP shall attempt to personally notify office and laboratory occupants within the area to be serviced that a potentially hazardous cleaning operation is about to begin. "Wet Floor" signs shall be conspicuously posted at all entrances to the area to be serviced. Unless other scheduling requirements apply (See TE 10.X), floor care defined as project cleaning shall not be performed before 6:00 p.m.
		SP shall submit an Annual Project Cleaning Schedule to Government Representative at each site. The annual schedule of all cleaning for all sites shall include: specific areas, task to be performed, and expected day of week and time of day work is to be performed.

RFP #	Requirement	Conditions Of Performance
		SP shall provide all consumable paper and cleaning supplies as part of the award and not on a reimbursable basis (Refer to 3.2.4.2). SP shall meet the following specifications for consumable supplies: Paper Towels will fit wall dispensers as provided in each facility and should be white, equal to Kimberly Clark "Kleenex Scottfold" or "Scott Multi-Fold" or "Scotts C-Fold Towels". Toilet paper will fit current toilet tissue dispensers located in restrooms and should be white, two ply roll, size 4.5" x 4.4", equal to Kimberly Clark "Kleenex Cottonelle or "Scott" or equal. Toilet Seat Covers to fit current dispensers located in restrooms equal to Kimberly Clark "Scott Personal Seats". Sanitary Napkin Bags to fit standard sanitary napkin containers. Liquid Antibacterial Skin Cleanser must be equal to Kimberly Clark skin cleanser "Spectracare" or equal. SP shall obtain approval from the Government Representative to install new manufacturer replacement hand soap dispensers. Plastic trash bags to be clear in color and of a thickness to contain waste without breakage; approximate size(s) to fit waste baskets and large waste collection containers at various entrance ways.
		SP shall not use the following products: pine oils, Lysol, bleach, ammonia, descalers, lye, Easy-Off, steel wool, or powdered cleansers. Samples of additional custodial supplies that may be recommended by the SP shall be submitted to the Government Representative for approval. The pH level of all cleaning materials shall not exceed eleven (11) unless the SP can show to the Government Representative a clear benefit to NIH. Supplies shall be of the biodegradable type. The sound unit level of vacuum cleaners and any other equipment shall not exceed 80 decibels. No propane-powered equipment shall be used.
		At the Bethesda and North Carolina sites, the SP shall have available a minimum of four 55-gallon wet/dry vacuum cleaners for flood clean up. At the Baltimore and Montana sites, the SP shall have available a minimum of one 55-gallon wet/dry vacuum cleaner for flood clean up.
		Windows at all sites shall be cleaned, including the glass, sills, and frames, twice per year. Windows included in cleanable space for Bethesda are identified in TE 10.1.5 Bethesda & Poolesville Cleanable Windows.

RFP #	Requirement	Conditions Of Performance
		At the North Carolina site, all custodial services shall be performed between 5:01PM and 7:59AM, with the exception of window washing, trash collection, and restroom cleaning/restocking. Window washing, trash collection and restroom cleaning/restocking services shall be performed between 8:00AM and 5:00PM.
5.2.2.7	Solid Waste Stream Program	This requirement pertains to the North Carolina site only. SP shall provide solid waste containers, including customized containers required for animal bedding waste from automated equipment, at appropriate locations to accommodate estimated quantities generated. Estimated quantities and container locations for North Carolina are specified in TE 14.1 North Carolina Solid Waste, MPW, and Recycling Information and TE 14.2 North Carolina Solid Waste Collection Sites.
5.2.2.7.1	Operate solid waste removal program	SP shall provide services to remove solid wastes which include institutional wastes, animal bedding, and construction waste. Solid waste removal must be performed so as not to interfere with loading dock operations. Regular cleaning shall be performed to keep the containers clean and free of spillage that create foul smells and attract insects and to maintain the positive aesthetic appearance of the containers and the immediate surrounding area.
5.2.2.7.2	Operate medical pathological waste removal program	SP shall collect customer-purchased and packaged medical pathological waste burn boxes/bags. At the North Carolina site, there is a single MPW collection point located at Building 106.
5.2.2.7.3	Operate recycling program	SP shall provide recycling services to include provision of all interior containers. The SP shall provide a new liner bag at each emptying to control spillage of liquids that create foul smells and attract insects. Regular cleaning shall be performed to keep the containers clean and free of spillage and to maintain the positive aesthetic appearance of the containers. Upon request, the SP shall also collect and recycle items that include but are not limited to: phone books, medical journals, packaging styrofoam peanuts and other recyclables in small amounts.

RFP #	Requirement	Conditions Of Performance
		At the North Carolina site, there are approximately 175 interior and exterior recycling containers. Containers for the interior of buildings shall have a capacity of no less than twenty-five (25) gallons and no more than fifty-five (55) gallons. All SP provided containers for interior use shall be of uniform design, durable, and rust resistant/rust free. In addition, containers for outdoors or loading docks shall be watertight and weather resistant.
		SP scavenging is prohibited. Scavenging is defined as sorting through solid waste and recyclables looking for items of possible value or picking out individual pieces for reuse while collecting, loading, or unloading, excluding searches directed by the Government.
		Cardboard boxes shall be collected by the SP from common corridors within all buildings and placed at designated collection sites at each building's loading dock. Cardboard on the loading dock will be either loose or in Government provided metal cardboard holders.
		Remuneration for source separated high-grade white office paper and other recycled materials shall be made to the Government based on prevailing market prices for these commodities.
5.2.2.8	Operate, maintain, and repair compressed air systems	The compressed air system includes but is not limited to compressors, pumps, refrigerated dryers and filters for removing moisture from the compressed air.
		Compressed air systems at the Poolesville, Montana, and North Carolina sites are used as the primary source for compressed air. Compressed air systems at the Bethesda campus are used for back-up in the event of a compressed air system failure at the Central Utilities Plant
5.2.2.9	Provide Kitchen Hood Fire Suppression and Cleaning Services	This requirement pertains to the Bethesda campus only. Kitchen hoods are located in Buildings 1, 10, 10B, 12B, 31, 38A, 45, and 64 as indicated in TE 20.1 Bethesda Kitchen Hood Cleaning Procedures and Schedule. Kitchen hoods must be cleaned IAW NFPA 96, Chapter 11 and fire suppression systems must be maintained IAW NFPA 17, Chapter 11.
5.2.2.10	Repair Kitchen Equipment	This requirement pertains to the North Carolina site and Leased Facilities in North Carolina only. Kitchen equipment includes but is not limited to stoves, dishwashers, juicers, hoods, fryers, ovens, boilers, steamers, and ventilators.

RFP #	Requirement	Conditions Of Performance
5.2.2.11	Provide Trap Cleaning Services	This requirement pertains to the Bethesda campus only. SP shall perform cleaning services for kitchen and parking garage traps as identified in TE 21.1 Bethesda Grease and Sand Trap Location & Capacity.
5.2.2.12	Repair Lobby, Stairwell, and Corridor Public Spaces	This requirement pertains to Bethesda and Poolesville sites only. SP shall maintain lobby, stairwell, and corridor spaces by repairing wall, ceiling, and floor finishes.
5.2.2.13	Update "As-Built" Drawings, Equipment Operation and Maintenance Documentation/ Specifications	At the Bethesda and Poolesville sites, the SP shall maintain and update the Government provided “as-built” drawing and maintenance documentation retrieval system. The maintenance documentation includes operations and maintenance manuals and manufacturer’s submittals on installed equipment within a building. This will require the manipulation of existing data in the form of scanned documentation and vectored file formats for publication and review. Data is structured in a MS SQL 7 database with a Power Builder client server front-end, and the system will: a. Access, collaborate and track Computer Aided Design (CAD) and related files over desktop, web and wireless devices with the ability to manage AutoCAD and MicroStation files, as well as paper drawings, office documents and related project information. b. Allow designers and support personnel to collaborate and track information. c. Provide the tools to allow designers and "non-design" personnel alike, to track and manage files through an intuitive web-based interface. d. Provide an enterprise-wide access to the databases allowing collaboration between organizations via the web. e. Provide web and desktop access to expedite the approval process. f. Allow drawings to be checked-in/out to ensure version accuracy, to be viewed, marked up, or modified within program. g. Adjust external reference components to the latest version or to leave the component at a specific version. External reference components are managed at any nested level h. Search a component to see where it is being used before changes are made i. View over 250 file formats, including DWG, DGN and word processing without the need for native authoring tools j. Allow for full annotation and markup features k. Print drawings to a local printer or to a remote printer on a server

RFP #	Requirement	Conditions Of Performance
		At the North Carolina site, the SP shall maintain and update "as-built" drawings using the Data Stream MP2, AutoCAD and Archibus systems.

5.2.2 QUALITY AND TIMELINESS STANDARDS OF PERFORMANCE

RFP #	Requirement	Quality Standard	AQL	Lot	Timeliness Standard	AQL	MAX
5.2.2.1	Service Calls						
5.2.2.1.1	Perform plumbing services	Plumbing service call completed and the deficiency corrected	5%	# of plumbing service calls monthly for Bethesda & Poolesville	IAW Table 5.2-1 and 5.2-2	0%	
			5%	# of plumbing service calls annually for Baltimore	IAW Table 5.2-1 and 5.2-2	0%	
			5%	# of plumbing service calls annually for Montana	IAW Table 5.2-1 and 5.2-2	0%	
			5%	# of plumbing service calls for North Carolina	IAW Table 5.2-1 and 5.2-2	0%	
5.2.2.1.2	Perform electrical services	Electrical service call completed and deficiency corrected to conform with NEC and NFPA 70 regulations	1%	# of electrical service calls monthly for Bethesda & Poolesville	IAW Table 5.2-1 and 5.2-2	0%	
			3%	# of electrical service calls monthly for Baltimore	IAW Table 5.2-1 and 5.2-2	0%	
			1%	# of electrical service calls monthly for Montana	IAW Table 5.2-1 and 5.2-2	0%	

RFP #	Requirement	Quality Standard	AQL	Lot	Timeliness Standard	AQL	MAX
			1%	# of electrical service calls monthly for North Carolina	IAW Table 5.2-1 and 5.2-2	0%	
5.2.2.1.3	Perform HVAC services	HVAC service call completed and deficiency corrected to meet specified environmental standards for occupancy	5%	# of HVAC service calls monthly for Bethesda & Poolesville	IAW Table 5.2-1 and 5.2-2	0%	
			5%	# of HVAC service calls monthly for Baltimore	IAW Table 5.2-1 and 5.2-2	0%	
			5%	# of HVAC service calls monthly for Montana	IAW Table 5.2-1 and 5.2-2	0%	
			5%	# of HVAC service calls monthly for North Carolina	IAW Table 5.2-1 and 5.2-2	0%	
5.2.2.1.3.1	Replace air intake filters during unusual atmospheric conditions	Air intake filters are free from obstructions and air flow is unrestricted	5%	# of air intake filter changes monthly	IAW Table 5.2-1 and 5.2-1	0%	
5.2.2.1.4	Perform architectural amenities services	Architectural amenity service call completed and services provided meet functional and aesthetic standards and requirements	5%	# of architectural amenity service calls monthly for Bethesda & Poolesville	IAW Table 5.2-1 and 5.2-2	0%	

RFP #	Requirement	Quality Standard	AQL	Lot	Timeliness Standard	AQL	MAX
			20%	# of architectural amenity service calls monthly for Baltimore	IAW Table 5.2-1 and 5.2-2	0%	
			5%	# of architectural amenity service calls monthly for Montana	IAW Table 5.2-1 and 5.2-2	0%	
			5%	# of architectural amenity service calls monthly for North Carolina	IAW Table 5.2-1 and 5.2-2	0%	
5.2.2.1.5	Perform masonry services	Masonry service call completed and meets functional and aesthetic standards and requirements	2%	# of masonry service calls monthly for Bethesda & Poolesville	IAW Table 5.2-1 and 5.2-2	0%	
			50%	# of masonry service calls monthly for Baltimore	IAW Table 5.2-1 and 5.2-2	0%	
			10%	# of masonry service calls monthly for Montana	IAW Table 5.2-1 and 5.2-2	0%	
			2%	# of masonry service calls monthly for North Carolina	IAW Table 5.2-1 and 5.2-2	0%	

RFP #	Requirement	Quality Standard	AQL	Lot	Timeliness Standard	AQL	MAX
5.2.2.1.6	Perform sheet metal services	Sheet metal service call completed and services provided meet functional and aesthetic standards and requirements	3%	# of sheet metal service calls monthly for Bethesda & Poolesville	IAW Table 5.2-1 and 5.2-2	0%	
			20%	# of sheet metal service calls monthly for Baltimore	IAW Table 5.2-1 and 5.2-2	0%	
			3%	# of sheet metal service calls monthly for Montana	IAW Table 5.2-1 and 5.2-2	0%	
			3%	# of sheet metal service calls monthly for North Carolina	IAW Table 5.2-1 and 5.2-2	0%	
5.2.2.1.7	Perform refrigeration services	Refrigeration service call completed and systems are operational and maintain the design operating temperature of the equipment	1%	# of refrigeration service calls monthly for Bethesda & Poolesville	IAW Table 5.2-1 and 5.2-2	0%	
			6%	# of refrigeration service calls monthly for Baltimore	IAW Table 5.2-1 and 5.2-2	0%	
			3%	# of refrigeration service calls monthly for Montana	IAW Table 5.2-1 and 5.2-2	0%	

RFP #	Requirement	Quality Standard	AQL	Lot	Timeliness Standard	AQL	MAX
			3%	# of refrigeration service calls monthly for North Carolina	IAW Table 5.2-1 and 5.2-3	0%	
5.2.2.1.8	Perform painting services	Painting service calls completed and services provided meet functional and aesthetic standards and requirements	5%	# of painting service calls monthly for Bethesda & Poolesville	IAW Table 5.2-1 and 5.2-2	0%	
			20%	# of painting service calls monthly for Baltimore	IAW Table 5.2-1 and 5.2-2	0%	
			20%	# of painting service calls monthly for Montana	IAW Table 5.2-1 and 5.2-2	0%	
			5%	# of painting service calls monthly for North Carolina	IAW Table 5.2-1 and 5.2-2	0%	
5.2.2.1.9	Maintain animal care facility space surfaces	The surfaces in animal care facility spaces do not have any cracks, chips, nicks, and other related damage that can harbor bacteria after cleaning	5%	# of animal facility space surface service calls monthly for Bethesda & Poolesville	IAW Table 5.2-1 and 5.2-2	0%	
			5%	# of animal facility space surface service calls monthly for Montana	IAW Table 5.2-1 and 5.2-3	0%	

RFP #	Requirement	Quality Standard	AQL	Lot	Timeliness Standard	AQL	MAX
5.2.2.1.10	Perform elevator, escalator, lift, and dumb waiter services	Elevator , escalator, lift, and dumb waiter service calls are completed and systems operate IAW ASME A17	2%	# of elevator, escalator, lift, and dumb waiter service calls monthly for Bethesda & Poolesville	IAW Table 5.2-1 and 5.2-2	0%	
			0%	# of elevator, escalator, lift, and dumb waiter service calls monthly for Baltimore	IAW Table 5.2-1 and 5.2-2	0%	
			0%	# of elevator, escalator, lift, and dumb waiter service calls monthly for Montana	IAW Table 5.2-1 and 5.2-2	0%	
			2%	# of elevator, escalator, lift, and dumb waiter service calls monthly for North Carolina	IAW Table 5.2-1 and 5.2-2	0%	
5.2.2.1.11	Operate, maintain and repair hospital automated transport systems	Automated transport system service call completed and system restored to operation	5%	# of automated transport system service calls monthly	System is restored to operation within 30 minutes	10%	

RFP #	Requirement	Quality Standard	AQL	Lot	Timeliness Standard	AQL	MAX
5.2.2.1.12	Verify utility delivery to IC-owned equipment	Utility delivery service calls are completed and required utilities are provided to the equipment	3%	# of utility delivery service calls monthly for Bethesda & Poolesville	IAW Table 5.2-1 and 5.2-2	0%	
5.2.2.1.13	Maintain washers	Equipment operates properly IAW customer requirements and produces 180 degree water during rinse cycle	0%	# of washer service calls monthly for Baltimore	IAW Table 5.2-1 and 5.2-2	0%	
			0%	# of washer service calls monthly for Montana	IAW Table 5.2-1 and 5.2-2	0%	
5.2.2.1.14	Maintain doors and gates	Door and gate service calls are completed and deficiency corrected	2%	# of door and gate service calls performed monthly for Bethesda & Poolesville	IAW Table 5.2-1 and 5.2-2	0%	
			13%	# of door and gate service calls performed monthly for Baltimore	IAW Table 5.2-1 and 5.2-2	0%	
			13%	# of door and gate service calls performed monthly for Montana	IAW Table 5.2-1 and 5.2-2	0%	

RFP #	Requirement	Quality Standard	AQL	Lot	Timeliness Standard	AQL	MAX
			2%	# of door and gate service calls performed monthly for North Carolina	IAW Table 5.2-1 and 5.2-2	0%	
5.2.2.1.15	Install and repair roofing	Roof leak service call is completed and deficiency is corrected.	0%	# of roof leak service calls monthly for Bethesda & Poolesville	IAW Table 5.2-1 and 5.2-2	0%	
			0%	# of roof leak service calls monthly for Montana	IAW Table 5.2-1 and 5.2-2	0%	
			0%	# of roof leak service calls monthly for North Carolina	IAW Table 5.2-1 and 5.2-2	0%	
5.2.2.1.16	Install, repair, and upgrade fire control systems and procedures	Fire control system service calls are completed and systems operate IAW NFPA 25 and 72 regulations, and Authority Having Jurisdiction requirements	0%	# of fire control system service calls monthly for Bethesda & Poolesville	IAW Table 5.2-1 and 5.2-2	0%	
			0%	# of fire control system service calls monthly for Baltimore	IAW Table 5.2-1 and 5.2-2	0%	

RFP #	Requirement	Quality Standard	AQL	Lot	Timeliness Standard	AQL	MAX
			0%	# of fire control system service calls monthly for Montana	IAW Table 5.2-1 and 5.2-2	0%	
			0%	# of fire control system service calls monthly for North Carolina	IAW Table 5.2-1 and 5.2-2	0%	
5.2.2.1.17	Install, maintain, and upgrade entry and security systems	All controlled access doors are secure and function properly	1%	# of controlled access door service calls monthly for Bethesda & Poolesville	Doors are repaired within 2 hours from receipt of work order	20%	4 hours
			20%	# of controlled access door service calls monthly for Montana	Doors are repaired within 2 hours from receipt of work order	20%	4 hours
			3%	# of controlled access door service calls monthly for North Carolina	Doors are repaired within 2 hours from receipt of work order	20%	4 hours
		All closed-circuit cameras and monitors are operational	1%	# of closed-circuit camera and monitor service calls monthly for Bethesda	Cameras and monitors are repaired within 24 hours from receipt of work order	0%	

RFP #	Requirement	Quality Standard	AQL	Lot	Timeliness Standard	AQL	MAX
			1%	# of closed-circuit camera and monitor service calls monthly for Montana	Cameras and monitors are repaired within 24 hours from receipt of work order	0%	
			1%	# of closed-circuit camera and monitor service calls monthly for North Carolina	Cameras and monitors are repaired within 24 hours from receipt of work order	0%	
5.2.2.1.18	Install, maintain, and upgrade building automation control systems	Building automation control system service call is completed and system is operational	0%	# of building automation control system service calls monthly for Bethesda & Poolesville	IAW Table 5.2-1 and 5.2-2	0%	
			0%	# of building automation control system service calls monthly for Baltimore	IAW Table 5.2-1 and 5.2-2	0%	
			0%	# of building automation control system service calls monthly for Montana	IAW Table 5.2-1 and 5.2-2	0%	

RFP #	Requirement	Quality Standard	AQL	Lot	Timeliness Standard	AQL	MAX
			0%	# of building automation control system service calls monthly for North Carolina	IAW Table 5.2-1 and 5.2-2	0%	
5.2.2.1.19	Adjust and repair automated animal bedding and feeding system	Automated animal bedding and feeding system service call is completed and deficiency is corrected	0%	# of automated animal bedding and feeding system service calls monthly	IAW Table 5.2-1 and 5.2-3	0%	
5.2.2.2	Provide bottled water services	Dispensers, bottled water and cups are available for usage at all locations as identified by TE 13.1 Bottled Water Service Locations	1%	24/7 at Bethesda	Bottled water is delivered within 2 hours from customer notification	0%	
			1%	24/7 at North Carolina	Bottled water is delivered within 2 hours from customer notification	0%	
5.2.2.3	Coordinate all system shutdowns with customers	Customer affected by system shutdown are notified	0%	# of shutdowns monthly for Bethesda & Poolesville	Notification to the customer is provided 2 business days prior to shutdown	0%	
			0%	# of shutdowns monthly for Baltimore	Notification to the customer is provided 2 business days prior to shutdown	0%	

RFP #	Requirement	Quality Standard	AQL	Lot	Timeliness Standard	AQL	MAX
			0%	# of shutdowns monthly for Montana	Notification to the customer is provided 2 business days prior to shutdown	0%	
			0%	# of shutdowns monthly for North Carolina	Notification to the customer is provided 8 business days prior to shutdown	0%	
			0%	# of automatic transfer switch tests annually for Bethesda & Poolesville	Notification of animal space automatic transfer switch tests is provided 60 calendar days prior to shutdown	0%	
			0%	# of automatic transfer switch tests annually Baltimore	Notification of animal space automatic transfer switch tests is provided 60 calendar days prior to shutdown	0%	
			0%	# of automatic transfer switch tests annually Montana	Notification of animal space automatic transfer switch tests is provided 60 calendar days prior to shutdown	0%	
			0%	# of automatic transfer switch tests annually North Carolina	Notification of animal space automatic transfer switch tests is provided 60 calendar days prior to shutdown	0%	
				# of emergency power systems tests annually at the Clinical Center	Notification to the customer of semi-annual Clinical Center emergency power systems tests is provided 30 calendar days prior to shutdown	0%	

RFP #	Requirement	Quality Standard	AQL	Lot	Timeliness Standard	AQL	MAX
				# of automatic transfer switch tests annually at the Clinical Center	Notification to the customer of monthly Clinical Center automatic transfer switch tests provided at least 24 hours prior to shutdown	0%	
5.2.2.4	Coordinate and Complete Projects	Projects are completed IAW statement of work, within estimated cost, and within the estimated time previously approved by the government.	0%	# of projects annually for Bethesda & Poolesville	IAW Table 5.2-1 and 5.2-2	0%	
			0%	# of projects annually for Baltimore	IAW Table 5.2-1 and 5.2-2	0%	
			0%	# of projects annually for Montana	IAW Table 5.2-1 and 5.2-2	0%	
			0%	# of projects annually for North Carolina	IAW Table 5.2-1 and 5.2-2	0%	
5.2.2.5	Perform Locksmith Services	Locksmith service calls are completed and deficiency is corrected	2%	# of locksmith service calls monthly for Bethesda & Poolesville	IAW Table 5.2-1 and 5.2-2	0%	
			0%	# of locksmith service calls monthly for Baltimore	IAW Table 5.2-1 and 5.2-2	0%	

RFP #	Requirement	Quality Standard	AQL	Lot	Timeliness Standard	AQL	MAX
			0%	# of locksmith service calls monthly for Montana	IAW Table 5.2-1 and 5.2-2	0%	
			2%	# of locksmith service calls monthly for North Carolina	IAW Table 5.2-1 and 5.2-2	0%	
		Issued keys function properly	1%	# of keys issued monthly for Bethesda & Poolesville	Keys requested electronically will be fabricated and customers will be notified for pick-up within 1 business day of request	5%	2 business days
			1%	# of keys issued monthly for Baltimore	Keys requested electronically will be fabricated and customers will be notified for pick-up within 1 business day of request	5%	2 business days
			1%	# of keys issued monthly for Montana	Keys requested electronically will be fabricated and customers will be notified for pick-up within 1 business day of request	5%	2 business days
			1%	# of keys issued monthly for North Carolina	Keys requested electronically will be fabricated and customers will be notified for pick-up within 1 business day of request	5%	2 business days

RFP #	Requirement	Quality Standard	AQL	Lot	Timeliness Standard	AQL	MAX
5.2.2.6	Perform Custodial Services	Cleanable spaces meets requirements for task steps as specified in TE 10.4 and 10.5	15%	total # of task steps for all cleanable spaces at Bethesda, Poolesville, and Leased Facilities in Montgomery County	24/7	0%	
			15%	total # of task steps for all cleanable spaces at Baltimore	24/7	0%	
			15%	total # of task steps for all cleanable spaces at Montana	24/7	0%	
			15%	total # of task steps for all cleanable spaces North Carolina	24/7	0%	
		Custodial service calls are completed and deficiency is corrected	0%	# of custodial service calls monthly at Bethesda, Poolesville, and Leased Facilities in Montgomery County	SP shall respond within 30 minutes and correct each deficiency within 2 hours of notification	0%	

RFP #	Requirement	Quality Standard	AQL	Lot	Timeliness Standard	AQL	MAX
			0%	# of custodial service calls monthly at Baltimore	SP shall respond within 30 minutes and correct each deficiency within 2 hours of notification	0%	
			0%	# of custodial service calls monthly at Montana	SP shall respond within 30 minutes and correct each deficiency within 2 hours of notification	0%	
			0%	# of custodial service calls monthly at North Carolina	SP shall respond within 30 minutes and correct each deficiency within 2 hours of notification	0%	
		Project Cleaning is performed and completed IAW Annual Project Cleaning Schedule approved by Government Representative	5%	# of cleaning projects monthly at Bethesda, Pooleville, and Leased Facilities in Montgomery County	IAW approved Annual Project Cleaning Schedule	10%	1 week from the completion date specified in approved Annual Project Cleaning Schedule
			5%	# of cleaning projects monthly at Baltimore	IAW approved Annual Project Cleaning Schedule	10%	1 week from the completion date specified in approved Annual Project Cleaning Schedule
			5%	# of cleaning projects monthly at Montana	IAW approved Annual Project Cleaning Schedule	10%	1 week from the completion date specified in approved Annual Project Cleaning Schedule

RFP #	Requirement	Quality Standard	AQL	Lot	Timeliness Standard	AQL	MAX
			5%	# of cleaning projects monthly at North Carolina	IAW approved Annual Project Cleaning Schedule	10%	1 week from the completion date specified in approved Annual Project Cleaning Schedule
		All glass surfaces are cleaned, free of glass streaks and stains, and wiped dry. All frames, sills, cases, and jams shall be clean and wiped dry.	5%	# of windows cleaned at Bethesda & Poolesville	All window cleaning is performed twice per year on a schedule agreed upon by Government Representative	0%	
			5%	# of windows cleaned at Baltimore	All window cleaning is performed twice per year on a schedule agreed upon by Government Representative	0%	
			5%	# of windows cleaned at Montana	All window cleaning is performed twice per year on a schedule agreed upon by Government Representative	0%	
			5%	# of square feet of windows cleaned at North Carolina	All window cleaning is performed twice per year on a schedule agreed upon by Government Representative	0%	

RFP #	Requirement	Quality Standard	AQL	Lot	Timeliness Standard	AQL	MAX
		Annual Project Schedule includes all the requested data elements	0%	# of schedules annually	Schedule shall be submitted to Government Representative within 15 calendar days upon award of contract and October 15 thereafter	0%	
5.2.2.7	Solid Waste Stream Program						
5.2.2.7.1	Operate solid waste removal program	Containers are not full and are capable of receiving additional trash. Surrounding areas are clean and free of litter	10%	# of solid waste container locations at North Carolina	Deficiencies corrected within 24 hours from notification	0%	
5.2.2.7.2	Operate medical pathological waste removal program	Medical Pathological Waste (MPW) containers are collected	1%	# of MPW containers generated monthly at North Carolina	MPW containers collected within 3 business hours from appearance at collection site	0%	
5.2.2.7.3	Operate recycling program	Containers are not full and are capable of receiving additional material. Surrounding areas are clean and free of litter	10%	# of recycling container locations at North Carolina	Deficiencies corrected within 24 hours from notification	0%	
		Remuneration payment is received by government	0%	# of payments monthly	Payment is received by the 15th day of the following month	0%	
5.2.2.8	Operate, maintain, and repair compressed air systems	Provide required flow of compressed air to maintain pressure between 90 and 110 psi at supply	0%	24/7 at Bethesda and Pooleville	Compressors at Bethesda and Poolesville are repaired and returned to service within 24 hours from failure	0%	

RFP #	Requirement	Quality Standard	AQL	Lot	Timeliness Standard	AQL	MAX
			0%	24/7 at Montana	Compressors at Montana are repaired and returned to service within 24 hours from failure	0%	
			0%	24/7 at North Carolina	Compressors at North Carolina are repaired and returned to service within 24 hours from failure	0%	
5.2.2.9	Provide Kitchen Hood Fire Suppression and Cleaning Services	Kitchen Hoods and fire suppression systems are maintained IAW TE 20.1 Bethesda Kitchen Hood Cleaning Procedures and Schedule and are free of grease	0%	# of hood cleanings quarterly at Bethesda	Kitchen Hoods are cleaned quarterly	0%	
5.2.2.10	Repair Kitchen Equipment	Kitchen equipment service call completed and equipment repaired	0%	# of kitchen equipment service calls monthly	IAW Table 5.2-1 and 5.2-2	0%	
5.2.2.11	Provide Trap Cleaning Services	Grease traps are free of grease and sand traps are free of debris, rocks, gravel, and sand	0%	# of grease trap cleanings quarterly	Traps cleaned quarterly	0%	
			0%	# of sand trap cleanings quarterly	Traps cleaned quarterly	0%	
5.2.2.12	Repair Lobby, Stairwell, and Corridor Public Spaces	Plaster ceilings are free of holes or dents, and are uniformly painted to match existing color	5%	# of square feet of plaster ceilings	IAW Table 5.2-1 and 5.2-2	0%	

RFP #	Requirement	Quality Standard	AQL	Lot	Timeliness Standard	AQL	MAX
		Acoustic tile ceilings are free of missing or broken tiles	5%	# of square feet of acoustic tile	IAW Table 5.2-1 and 5.2-2	0%	
		Vinyl tile floors are free of holes or missing floor covering and matched to existing vinyl	2%	# of square feet of vinyl tile floors	IAW Table 5.2-1 and 5.2-2	0%	
		Drywall walls are free of holes or dents and uniformly painted to match existing color	5%	# of square feet of drywall walls	IAW Table 5.2-1 and 5.2-2	0%	
5.2.2.13	Update "As-Built" Drawings, Equipment Operation and Maintenance Documentation/ Specifications	Documentation is current and accurate	10%	# drawings and/or documents monthly at Bethesda & Poolesville	Documentation input into system 60 calendar days after completion of work	20%	Documentation input into system 90 calendar days after completion of work
			10%	# drawings and/or documents monthly at North Carolina	Documentation input into system 60 calendar days after completion of work	20%	Documentation input into system 90 calendar days after completion of work

5.2.2 WORKLOAD

RFP #	Requirement	Workload Indicator	Current Annual	Base Period	1st year	2nd year	3rd year
5.2.2.1	Service Calls						
5.2.2.1.1	Perform plumbing services	# of plumbing service calls annually for Bethesda & Poolesville	12,933	25,866	12,933	12,933	12,933
		# of plumbing service calls annually for Baltimore	61	122	61	0	0
		# of plumbing service calls annually for Montana	288	576	288	288	288
		# of plumbing service calls annually for North Carolina	478	956	478	478	478
5.2.2.1.2	Perform electrical services	# of electrical service calls annually for Bethesda & Poolesville	14,466	28,932	14,466	14,466	14,466
		# of electrical service calls annually for Baltimore	32	64	32	0	0
		# of electrical service calls annually for Montana	305	610	305	305	305

RFP #	Requirement	Workload Indicator	Current Annual	Base Period	1st year	2nd year	3rd year
		# of electrical service calls annually for North Carolina	776	1,552	776	776	776
5.2.2.1.3	Perform HVAC services	# of HVAC service calls annually for Bethesda & Poolesville	22,557	45,114	22,557	22,557	22,557
		# of HVAC service calls annually for Baltimore	162	324	162	0	0
		# of HVAC service calls annually for Montana	509	1,018	509	509	509
		# of HVAC service calls annually for North Carolina	1,212	2,424	1,212	1,212	1,212
5.2.2.1.3.1	Replace air intake filters during unusual atmospheric conditions	# of air intake filter changes annually	250	500	250	250	250
5.2.2.1.4	Perform architectural amenities services	# of architectural amenity service calls annually for Bethesda & Poolesville	2,305	4,610	2,305	2,305	2,305
		# of architectural amenity service calls annually for Baltimore	5	10	5	0	0

RFP #	Requirement	Workload Indicator	Current Annual	Base Period	1st year	2nd year	3rd year
		# of architectural amenity service calls annually for Montana	162	324	162	162	162
		# of architectural amenity service calls annually for North Carolina	154	308	154	154	154
5.2.2.1.5	Perform masonry services	# of masonry service calls annually for Bethesda & Poolesville	154	308	154	154	154
		# of masonry service calls annually for Baltimore	2	4	2	0	0
		# of masonry service calls annually for Montana	12	24	12	12	12
		# of masonry service calls annually for North Carolina	45	90	45	45	45
5.2.2.1.6	Perform sheet metal services	# of sheet metal service calls annually for Bethesda & Poolesville	92	184	92	92	92
		# of sheet metal service calls annually for Baltimore	5	10	5	0	0

RFP #	Requirement	Workload Indicator	Current Annual	Base Period	1st year	2nd year	3rd year
		# of sheet metal service calls annually for Montana	73	146	73	73	73
		# of sheet metal service calls annually for North Carolina	12	24	12	12	12
5.2.2.1.7	Perform refrigeration services	# of refrigeration service calls annually for Bethesda & Poolesville	1,391	2,782	1,391	1,391	1,391
		# of refrigeration service calls annually for Baltimore	19	38	19	0	0
		# of refrigeration service calls annually for Montana	96	192	96	96	96
		# of refrigeration service calls annually for North Carolina	177	354	177	177	177
5.2.2.1.8	Perform painting services	# of painting service calls annually for Bethesda & Poolesville	318	636	318	318	318
		# of painting service calls annually for Baltimore	9	18	9	0	0

RFP #	Requirement	Workload Indicator	Current Annual	Base Period	1st year	2nd year	3rd year
		# of painting service calls annually for Montana	5	10	5	5	5
		# of painting service calls annually for North Carolina	105	210	105	105	105
5.2.2.1.9	Maintain animal care facility space surfaces	# of animal facility space surface work orders annually for Bethesda & Poolesville	79	178	79	79	99
		# of animal facility space surface work orders annually for Montana	20	40	20	20	20
5.2.2.1.10	Perform elevator, escalator, lift, and dumb waiter services	# of elevator, escalator, lift, and dumb waiter service calls annually for Bethesda & Poolesville	1,372	2,744	1,372	1,372	1,372
		# of elevator, escalator, lift, and dumb waiter service calls annually for Baltimore	30	60	30	0	0
		# of elevator, escalator, lift, and dumb waiter service calls annually for Montana	1	2	1	1	1

RFP #	Requirement	Workload Indicator	Current Annual	Base Period	1st year	2nd year	3rd year
		# of elevator, escalator, lift, and dumb waiter service calls annually for North Carolina	30	60	30	30	30
5.2.2.1.11	Operate, maintain and repair hospital automated transport systems	# of automated transport system service calls annually	3,121	6,242	3,121	3,121	3,121
5.2.2.1.12	Verify utility delivery to IC-owned equipment	# of utility delivery service calls annually for Bethesda & Poolesville	3,990	7,980	3,990	3,990	3,990
5.2.2.1.13	Maintain washers	# of washer service calls annually for Baltimore	24	48	24	0	0
		# of washer service calls annually for Montana	35	70	35	35	35
5.2.2.1.14	Maintain doors and gates	# of door and gate service calls performed annually for Bethesda & Poolesville	4,289	8,578	4,289	4,289	4,289
		# of door and gate service calls annually for Baltimore	8	16	8	0	0
		# of door and gate service calls annually for	12	24	12	12	12

RFP #	Requirement	Workload Indicator	Current Annual	Base Period	1st year	2nd year	3rd year
		Montana					
		# of door and gate service calls annually for North Carolina	350	700	350	350	350
5.2.2.1.15	Install and repair roofing	# of roof leak service calls annually for Bethesda & Poolesville	53	106	46	40	34
		# of roof leak service calls annually for Montana	1	2	1	1	1
		# of roof leak service calls annually for North Carolina	5	10	5	5	5
5.2.2.1.16	Install, repair, and upgrade fire control systems and procedures	# of fire control system service calls annually for Bethesda & Poolesville	47	94	47	47	47
		# of fire control system service calls annually for Baltimore	7	14	7	0	0
		# of fire control system service calls annually for Montana	15	30	15	15	15

RFP #	Requirement	Workload Indicator	Current Annual	Base Period	1st year	2nd year	3rd year
		# of fire control system service calls annually for North Carolina	520	1,040	520	520	520
5.2.2.1.17	Install, maintain, and upgrade entry and security systems	# of controlled access door service calls annually for Bethesda and Leased Facilities in Montgomery County	127	254	127	127	127
		# of controlled access door service calls annually for Baltimore	6	12	6	6	6
		# of controlled access door service calls annually for Montana	4	8	4	4	4
		# of controlled access door service calls annually for North Carolina	260	520	260	260	260
		# of closed-circuit camera and monitor service calls annually for Bethesda & Leased Facilities in Montgomery County	148	296	148	148	148

RFP #	Requirement	Workload Indicator	Current Annual	Base Period	1st year	2nd year	3rd year
		# of closed-circuit camera and monitor service calls annually for Montana	3	6	3	3	3
		# of closed-circuit camera and monitor service calls annually for North Carolina	36	72	36	36	36
5.2.2.1.18	Install, maintain, and upgrade building automation control systems	# of building automation control system service calls annually for Bethesda & Poolesville	490	980	490	490	490
		# of building automation control system service calls annually for Baltimore	27	54	27	0	0
		# of building automation control system service calls annually for Montana	22	44	22	22	22
		# of building automation control system service calls annually for North Carolina	550	1,100	550	550	550

RFP #	Requirement	Workload Indicator	Current Annual	Base Period	1st year	2nd year	3rd year
5.2.2.1.19	Adjust and repair automated animal bedding and feeding system	# of automated animal bedding and feeding system service calls annually	26	52	26	26	26
5.2.2.2	Provide bottled water services	# of bottles delivered at Bethesda	55,200	110,400	55,200	55,200	55,200
		# of cups delivered at Bethesda	2,500,000	5,000,000	2,500,000	2,500,000	2,500,000
		# of dispensers maintained at Bethesda	214	428	214	214	214
		# of bottles delivered at North Carolina	1,800	3,600	1,800	1,800	1,800
		# of cups delivered at North Carolina	9,000	18,000	9,000	9,000	9,000
		# of dispensers maintained at North Carolina	17	34	17	17	17
5.2.2.3	Coordinate all system shutdowns with customers	# of shutdowns annually for Bethesda & Poolesville	1,038	2,076	1,038	1,038	1,038
		# of shutdowns annually for Baltimore	7	14	7	0	0
		# of shutdowns annually for Montana	7	14	7	7	7

RFP #	Requirement	Workload Indicator	Current Annual	Base Period	1st year	2nd year	3rd year
		# of shutdowns annually for North Carolina	32	64	32	32	32
5.2.2.4	Coordinate and Complete Projects	# of projects annually for Bethesda & Poolesville	255	510	255	255	255
		# of projects annually for Baltimore	5	10	5	0	0
		# of projects annually for Montana	5	10	5	5	5
		# of projects annually for North Carolina	18	36	18	18	18
5.2.2.5	Perform Locksmith Services	# of locksmith service calls annually for Bethesda & Poolesville	3,374	6,748	3,374	3,374	3,374
		# of locksmith service calls annually for Baltimore	2	4	2	0	0
		# of locksmith service calls annually for Montana	14	28	14	14	14
		# of locksmith service calls annually for North Carolina	670	1,340	670	670	670

RFP #	Requirement	Workload Indicator	Current Annual	Base Period	1st year	2nd year	3rd year
		# of keys issued annually for Bethesda & Poolesville	12,656	25,312	12,656	12,656	12,656
		# of keys issued annually for Baltimore	225	450	225	0	0
		# of keys issued annually for Montana	157	314	157	157	157
		# of keys issued annually for North Carolina	350	700	350	350	350
5.2.2.6	Perform Custodial Services	# of square feet of cleanable space maintained at Bethesda, Poolesville, and Leased Facilities in Montgomery County	3,068,030	6,136,060	3,068,030	3,068,030	3,068,030
		# of square feet of cleanable space maintained at Baltimore	93,068	186,136	93,068	0	0
		# of square feet of cleanable space maintained at Montana	136,359	272,718	136,359	136,359	136,359
		# of square feet of cleanable space maintained at North Carolina	907,705	1,815,410	907,705	907,705	907,705

RFP #	Requirement	Workload Indicator	Current Annual	Base Period	1st year	2nd year	3rd year
		# of custodial service calls annually at Bethesda, Poolesville, and Leased Facilities in Montgomery County	2,073	4,146	2,073	2,073	2,073
		# of custodial service calls annually at Baltimore	7	14	7	0	0
		# of custodial service calls annually at Montana	10	20	10	10	10
		# of custodial service calls annually at North Carolina	36	72	36	36	36
		# of cleaning projects annually at Bethesda, Pooleville, and Leased Facilities in Montgomery County	52	104	52	52	52
		# of cleaning projects annually at Baltimore	4	8	4	0	0
		# of cleaning projects annually at Montana	6	12	6	6	6
		# of cleaning projects annually at North Carolina	40	80	40	40	40

RFP #	Requirement	Workload Indicator	Current Annual	Base Period	1st year	2nd year	3rd year
		# of windows at Bethesda & Poolesville	See TE 10.6 Bethesda Cleanable Windows				
		# of square feet of windows at Baltimore	20,152	40,304	20,152	0	0
		# of windows at Montana	581	1,162	581	581	581
		# of square feet of windows cleaned at North Carolina annually	80,000	160,000	80,000	80,000	80,000
		# of schedules annually	1	2	1	1	1
5.2.2.7	Solid Waste Stream Program						
5.2.2.7.1	Operate solid waste removal program	# of tons of solid waste at North Carolina	521	1,042	521	521	521
5.2.2.7.2	Operate medical pathological waste removal program	# of MPW containers generated annually at North Carolina	25,000	50,000	25,000	25,000	25,000
5.2.2.7.3	Operate recycling program	# of tons of recycled material at North Carolina	163	326	163	163	163
		# of remuneration payments annually	12	24	12	12	12
5.2.2.8	Operate, maintain, and repair compressed air systems	# of compressors at Bethesda & Poolesville	49	98	49	49	49

RFP #	Requirement	Workload Indicator	Current Annual	Base Period	1st year	2nd year	3rd year
		# of compressors maintained at Montana	13	26	13	13	13
		# of compressors at North Carolina	25	50	25	25	25
5.2.2.9	Provide Kitchen Hood Fire Suppression and Cleaning Services	# of hood cleanings annually at Bethesda	36	72	36	36	36
5.2.2.10	Repair Kitchen Equipment	# of kitchen equipment service calls annually	7	14	7	7	7
5.2.2.11	Provide Trap Cleaning Services	# of grease traps maintained	15	30	15	15	15
		# of sand traps maintained	3	6	3	3	3
5.2.2.12	Repair Lobby, Stairwell, and Corridor Public Spaces	# of square feet of plaster ceilings maintained	2,144	4,716	4,857	5,003	5,153
		# of square feet of acoustic tile maintained	17,152	37,734	38,866	40,032	41,233
		# of square feet of vinyl tile floors maintained	10,720	23,584	24,292	25,020	25,771
		# of square feet of drywall walls maintained	49,006	107,814	111,048	114,380	117,811
5.2.2.13	Update "As-Built" Drawings, Equipment Operation and Maintenance Documentation/ Specifications	# drawings and/or documents annually at Bethesda & Poolesville	2,400	4,800	2,400	2,400	2,400

RFP #	Requirement	Workload Indicator	Current Annual	Base Period	1st year	2nd year	3rd year
		# drawings and/or documents annually at North Carolina	240	480	240	240	240

5.2.3 ROADS, PARKING AREAS, AND GROUNDS SERVICES

5.2.3 REQUIREMENTS

The following table illustrates which requirements pertain to each site. For each requirement row, an 'X' appears in the site location column for which that service is required.

RFP #	Requirement	Bethesda	North Carolina	Montana	Poolesville	Baltimore	Leased Facilities in Montgomery County	Leased Facilities in North Carolina
5.2.3.1	Landscaping	X	X	X	X	X		
5.2.3.1.1	Maintain lawns	X	X	X	X	X		
5.2.3.1.2	Maintain interior plants	X	X					
5.2.3.1.3	Plant and maintain ornamental and shade trees	X	X		X	X		
5.2.3.1.4	Maintain shrub, hedge, flower, and ground cover beds	X	X			X		
5.2.3.1.5	Provide litter control services	X	X		X	X		
5.2.3.1.6	Perform excavation services	X	X	X	X			
5.2.3.1.7	Provide landscape constructions	X	X	X	X			
5.2.3.2	Provide Support for Special Events and Security Level Changes	X						
5.2.3.3	Maintain, Upgrade, and Repair Pavement Areas	X	X	X	X	X		
5.2.3.4	Maintain and Repair Parking Structures	X						
5.2.3.5	Snow and Ice Removal	X	X	X	X	X		
5.2.3.5.1	Remove snow and ice from paved and unpaved surfaces	X	X	X	X	X		
5.2.3.5.2	Distribution and removal of salt and sand	X	X	X		X		
5.2.3.6	Provide Permanent and Temporary Signage	X	X		X			
5.2.3.7	Provide Shelter Services	X	X					
5.2.3.8	Provide Ponds, Lakes, Dams, and Creek Services	X	X		X			

RFP #	Requirement	Bethesda	North Carolina	Montana	Poolesville	Baltimore	Leased Facilities in Montgomery County	Leased Facilities in North Carolina
5.2.3.8.1	Maintain and monitor fish	X	X		X			
5.2.3.8.2	Maintain lake		X					
5.2.3.9	Provide Wild Animal Services	X	X		X			
5.2.3.10	Provide Substance Spill Containment and Removal Services	X			X	X		
5.2.3.11	Maintain Recreational Facilities and Structures	X	X		X			
5.2.3.12	Maintain and Manage Ozone Action Days Notification	X	X					
5.2.3.13	Maintain Fences	X	X	X	X			

5.2.3 CONDITIONS OF PERFORMANCE

RFP #	Requirement	Conditions Of Performance
5.2.3.1	Landscaping	SP shall coordinate with quarters residents for landscape requests. SP shall maintain State Licensed Pesticide Applicator licensed in Category III-A and III-C, Ornamentals and Turf and VII-E, Industrial Weed IAW EPA FIFRA; 7 U.S.C. s/s 135 et seq. At North Carolina, SP shall maintain Horticultural Design Engineer certification.
		See TE 17 Grounds Maintenance series for detailed maps of areas to be maintained.
5.2.3.1.1	Maintain lawns	Lawn maintenance includes soil testing, mowing, trimming, edging, grading, dethatching, aerifying, overseeding, sodding, fertilizing, liming, leaf removal, and soil erosion repair. Pesticide use is prohibited. At the North Carolina site, herbicide use is also prohibited.
		Government will specify areas for dethatching, aerifying, overseeding, sodding, fertilizing, and liming on an annual basis.
		At the North Carolina site, the SP shall maintain and repair the underground irrigation system starting at the back flow preventer, including all timers, valves, valve pits, heads, risers, head rings, piping, etc. Maintenance will include draining the system for the winter season.
		At the Bethesda and North Carolina sites, lawn PH is tested and correctly maintained.
5.2.3.1.2	Maintain interior plants	Interior plant maintenance includes inspections, cleaning, watering and nutrient application, light adjustments, and inventory and replacements.
5.2.3.1.3	Plant and maintain ornamental and shade trees	Ornamental and shade tree maintenance includes pruning, elevating, shaping, crown cleaning, fertilizing, removals, planting, and transplanting
		SP shall provide transplanting services for trees up to 10 inches in caliper and any quality trees out of potential construction areas.
		SP shall maintain Ornamental and Shade Tree Inventory and Inventory Map reports for the Bethesda campus. See TE 17.2 Ornamental and Shade Trees series.

RFP #	Requirement	Conditions Of Performance
5.2.3.1.4	Maintain shrub, hedge, flower, and ground cover beds	Maintenance of all shrub, hedge, flower (includes perennial and annual plants) and ground cover beds includes but is not limited to seasonal pruning and fertilizing, trimming, weeding, bed edging, herbicide applications and mulching, supplemental watering and planting new or replacement flowering shrubs. For Bethesda, refer to TE 17.4 Bethesda & Poolesville Landscape Maintenance Maps for bed locations.
5.2.3.1.5	Provide litter control services	Litter control services include but are not limited to litter removal from turf, shrub beds and pavement areas. Refer to TE 17.4 Bethesda & Poolesville Landscape Maintenance Maps.
		At the North Carolina site, litter includes animal/ fowl litter.
		SP shall provide Generated Yard Waste Disposal Reports for the Bethesda campus which include the type and quantity of yard waste collected and method of disposal.
5.2.3.1.6	Perform excavation services	Excavation services include but are not limited to operating appropriate machinery to expose underground utilities up to 18 feet deep, backfilling, and complete site restoration after excavation. Utilities include but are not limited to high pressure steam, chilled water, domestic water, natural gas, sanitary sewer, storm sewer, electrical cabling, communication cabling, oxygen and nitrogen lines, HTHW lines, and compressed air.
5.2.3.1.7	Provide landscape constructions	Landscape constructions include but are not limited to concrete, flagstone, timber, gravel or mulch patios and walks, dry-laid flagstone or timber retaining walls, and installation of wood, plastic or concrete traffic control bollards, speed bumps, wheel stops, or marking stakes.
5.2.3.2	Provide Support for Special Events and Security Level Changes	This requirement pertains to the Bethesda campus only. Support for Special Events and Security Level Changes includes but is not limited to site preparation, special materials, equipment, support and clean up services for outdoor special events, installations of seasonal decorations, ornamental lighting, portable street lights, moving of jersey barriers, and closing/locking of manual gates. Types of special events are specified in TE 17.12 Bethesda Special Events List.

RFP #	Requirement	Conditions Of Performance
5.2.3.3	Maintain, Upgrade, and Repair Pavement Areas	Pavement areas include but are not limited to roadways, curbs and gutters, parking lots, loading dock aprons, bridges, walkways, handicap ramps, steps, wheel stops, speed bumps, and athletic courts. Maintenance of traffic control structures includes gates, bollards, barrier cables, fences, walls, and traffic line striping. See TE 17.10 Paved Surfaces series.
		Pavement areas are maintained IAW each site's state Department of Highway Standard Specifications for Construction and Material and ADA guidelines and requirements Title 3 regulation, 28 CFR part 36. Traffic control devices are maintained IAW Manual of Uniform Traffic Control Devices.
		SP shall maintain gravel areas including roads, parking lots, and shoulders.
5.2.3.4	Maintain and Repair Parking Structures	This requirement pertains to the Bethesda campus only. Maintenance and repair of parking structures includes but is not limited to cleaning service, minor repairs, and maintenance to multi-level parking garages including stairwells.
		Sweep, power sweep, power wash, and seal services in parking structures must be performed after hours and on weekends. SP shall only use approved bio-degradable cleaning products. Sealants will be water dispersed silane concrete sealer equivalent to DEC.
5.2.3.5.1	Remove snow and ice from paved and unpaved surfaces	SP will use a combination of pre-treatments and continuous plowing to remove snow and ice during winter storms. This includes but is not limited to all roadways, parking lots, walkways, parking garages, building entrances, bus shelters, loading dock aprons, bridges, handicap ramps, steps, nitrogen/oxygen tank areas/truck entrances and athletic courts. See TE 17.10 Paved Surfaces series
		Pretreatment of surface will be done with either magnesium chloride or potassium chloride. Calcium chloride will not be used.
5.2.3.5.2	Distribution and removal of salt and sand	SP shall maintain adequate supplies of salt, sand and ice melt compound during appropriate seasons. At Bethesda, ice-melt will be placed at selected building entrances indicated in TE 17.9 Bethesda Boxed Ice Melt Locations.

RFP #	Requirement	Conditions Of Performance
5.2.3.6	Provide Permanent and Temporary Signage	This requirement pertains to the Bethesda and North Carolina sites only. SP shall provide permanent and temporary signage services which includes but is not limited to installation of proper signs and hardware for pedestrian and traffic control, and the design/purchase and installation of both temporary and permanent special signs for informational or special events purposes.
		SP shall use an 3M High Intensity reflective background sign material or equivalent on 0.08 inch thickness aluminum for traffic control signs, and 3M Engineer Grade reflective sign material or equivalent on 0.08 inches thickness aluminum for all other signs.
		Traffic control signs are purchased from UNICOR or are fabricated and installed IAW the Manual of Uniform Traffic Control Devices.
5.2.3.7	Provide Shelter Services	SP inspects and maintains security guard shelters, vehicle inspection tents, bus shelters, and information kiosks. Refer to TE 17.5 Shelter Service Locations series.
		At the Bethesda campus, there are two information/service kiosks. Kiosk #1, which houses an emergency telephone to the NIH Police is located at the top of the METRO escalators and is a converted bus shelter. Kiosk #1 Campus Site Map shall be updated every three (3) years (2006) to show building, road and parking lot changes. Kiosk #2, which houses an ATM, is located on the Building 50 front entrance plaza at the intersection of South and Center Drives.
		SP shall update Shelter Service Locations as facilities change. Refer to TE 17.5 Shelter Service Locations series.
5.2.3.8	Provide Ponds, Lakes, Dams, and Creek Services	SP provides services to monitor and maintain water quality and aquatic life, perform litter removal, control algae growth and maintain the aeration systems for all ponds, lakes, dams, and creeks.
		At NIH Bethesda, this includes S.E. storm water pond, Stoney Creek, Stream G and METRO storm water pond. At the NIH Animal Center in Poolesville, this includes the NIHAC pond and the monkey pond.
		SP shall maintain Aquatic Pesticides Certified Pesticide Applicator, Category V, Aquatic state license IAW EPA FIFRA; 7 U.S.C. s/s 135 et seq.
5.2.3.8.1	Maintain and monitor fish	SP shall perform fish counts and maintain predator and prey fish balances.

RFP #	Requirement	Conditions Of Performance
5.2.3.8.2	Maintain lake	This requirement pertains to the North Carolina site only. SP shall fertilize the 27 acre lake every six weeks (4 times), from April 1 through August 15 and mow the grass around the lake 8 feet from water's edge.
5.2.3.9	Provide Wild Animal Services	Wild Animal Services includes but is not limited to providing, maintaining and enhancing campus habitat for wildlife (see TE 17.13 Bethesda Bird House Location Map), responding to wild animal complaints or inquiries, installation and maintenance of habitat snags in remote areas, providing native plant material for food and shelter
5.2.3.10	Provide Substance Spill Containment and Removal Services	SP shall coordinate and perform substance spill containment with proper environmental and occupational safety authorities IAW EPA and OSHA regulations.
5.2.3.11	Maintain Recreational Facilities and Structures	SP shall provide and maintain various recreational facilities for both human and primate users including but not limited to tennis courts, athletic fields, picnic pavilions, walking trails and paths, child care center and infant care facility playgrounds, site furniture, and NIHAC primate pens.
5.2.3.12	Maintain and Manage Ozone Action Days Notification	This requirement pertains to the Bethesda and North Carolina sites only. SP shall provide proper notification including the display of appropriate ozone flag at designated locations, TE 17.6 Ozone Flag Pole Locations
5.2.3.13	Maintain Fences	SP shall maintain and repair all fencing which includes but is not limited to ornamental, chain link, wire, and wooden.
		New security fencing with associated appurtenances will be constructed by the Government at Bethesda, North Carolina, and Montana sites. The Government will coordinate with SP to fulfill future requirements as they develop.

5.2.3 QUALITY AND TIMELINESS STANDARDS OF PERFORMANCE

RFP #	Requirement	Quality Standard	AQL	Lot	Timeliness Standard	AQL	MAX
5.2.3.1	Landscaping						
5.2.3.1.1	Maintain lawns	Lawn areas are dense, healthy, and free of loose leaves, and concrete/asphalt surface edges are free of vegetation growth. Grass is maintained at between 3 and 5 inches in height	5%	# of acres maintained monthly for Bethesda & Poolesville	Deficiency corrected within 7 calendar days of notification	0%	
			5%	# of acres maintained monthly for Baltimore	Deficiency corrected within 7 calendar days of notification	0%	
			5%	# of acres maintained monthly for Montana	Deficiency corrected within 7 calendar days of notification	0%	
			5%	# of acres maintained monthly for North Carolina	Deficiency corrected within 7 calendar days of notification	0%	
			10%	# of feet of edging maintained monthly at Bethesda & Poolesville	Deficiency corrected within 7 calendar days of notification	0%	
			10%	# of feet of edging maintained monthly at Baltimore	Deficiency corrected within 7 calendar days of notification	0%	

RFP #	Requirement	Quality Standard	AQL	Lot	Timeliness Standard	AQL	MAX
			10%	# of feet of edging maintained monthly at Montana	Deficiency corrected within 7 calendar days of notification	0%	
			10%	# of feet of edging maintained monthly at North Carolina	Deficiency corrected within 7 calendar days of notification	0%	
			5%	# of acres of dethatching, aerifying, fertilizing, liming, and overseeding semi-annually at Bethesda & Poolesville	Deficiency corrected within 7 calendar days of notification	0%	
			5%	# of acres of dethatching, aerifying, fertilizing, liming, and overseeding semi-annually at Baltimore	Deficiency corrected within 7 calendar days of notification	0%	

RFP #	Requirement	Quality Standard	AQL	Lot	Timeliness Standard	AQL	MAX
			5%	# of acres of dethatching, aerifying, fertilizing, liming, and overseeding semi-annually at North Carolina	Deficiency corrected within 7 calendar days of notification	0%	
			15%	# of acres of leaf removal monthly at Bethesda & Poolesville	Deficiency corrected within 7 calendar days of notification	0%	
			15%	# of acres of leaf removal monthly at Baltimore	Deficiency corrected within 7 calendar days of notification	0%	
			15%	# of acres of leaf removal monthly at North Carolina	Deficiency corrected within 7 calendar days of notification	0%	
		Pasture areas are dense and healthy. Grass is maintained at between 6 and 10 inches in height	10%	# of pasture acres maintained monthly for Poolesville	Deficiency corrected within 7 calendar days of notification	0%	
			10%	# of pasture acres maintained monthly for Montana	Deficiency corrected within 7 calendar days of notification	0%	
		Lawn PH is 4.75 to 7	0%	24/7 at Bethesda	Deficiency is corrected within 30 calendar days of notification	0%	

RFP #	Requirement	Quality Standard	AQL	Lot	Timeliness Standard	AQL	MAX
			0%	24/7 at North Carolina	Deficiency is corrected within 30 calendar days of notification	0%	
		PH tests are performed	0%	# of PH tests performed annually at Bethesda	Six test are taken at random lawn areas and results provided to Government Representative by August 15	0%	
			0%	# of PH tests performed annually at North Carolina	Six test are taken at random lawn areas and results provided to Government Representative by August 15	0%	
5.2.3.1.2	Maintain interior plants	No unsightly plants or pots due to insects, disease, pruning, litter or vandalism	5%	# of interior plants as identified in TE 17.1.1 Bethesda Interior Plant Inventory	Deficiency is corrected within 7 calendar days of notification	0%	
			5%	# of interior plants at North Carolina	Deficiency is corrected within 7 calendar days of notification	0%	
5.2.3.1.3	Plant and maintain ornamental and shade trees	Trees are in good health and free of broken or dead limbs	5%	# of trees maintained at Bethesda & Poolesville as identified in TE 17.2 Ornamental and Shade Tree series	Deficiency is corrected within 7 calendar days of notification	0%	

RFP #	Requirement	Quality Standard	AQL	Lot	Timeliness Standard	AQL	MAX
			5%	# of trees maintained at Baltimore	Deficiency is corrected within 7 calendar days of notification	0%	
			5%	# of trees maintained at North Carolina	Deficiency is corrected within 7 calendar days of notification	0%	
		New trees are 2.5 inches in caliper or larger, planted in specified location, and remain in good health	5%	# of new trees planted annually at Bethesda & Poolesville	Dead trees are replaced within 30 calendar days from notification or date agreed upon by Government Representative	0%	
			5%	# of new trees planted annually at North Carolina	Dead trees are replaced within 30 calendar days from notification or date agreed upon by Government Representative	0%	
		Transplanted trees remain in good health at new location	10%	# of tree transplants annually at Bethesda	Dead trees are replaced within 30 calendar days from notification or date agreed upon by Government Representative	0%	
			10%	# of tree transplants annually at North Carolina	Dead trees are replaced within 30 calendar days from notification or date agreed upon by Government Representative	0%	

RFP #	Requirement	Quality Standard	AQL	Lot	Timeliness Standard	AQL	MAX
		Ornamental and Shade Tree Inventory and Inventory Map are current and accurate	0%	# of reports annually for Bethesda	Submitted to Government Representative by January 15	0%	
5.2.3.1.4	Maintain shrub, hedge, flower, and ground cover beds	Shrub, hedge, flower, and ground cover beds are healthy and aesthetically pleasing	5%	# of acres of hedge, shrub, and ground cover beds maintained monthly at Bethesda	Deficiency corrected within 15 calendar days of notification	0%	
			0%	# of acres of hedge, shrub, and ground cover beds maintained monthly at Baltimore	Deficiency corrected within 15 calendar days of notification	0%	
			5%	# of acres of hedge, shrub, and ground cover beds maintained monthly at North Carolina	Deficiency corrected within 15 calendar days of notification	0%	
		Perennials and annuals remain in good health. Refer to TE 17.3 Bethesda Annual Flowers Counts and Locations	5%	# of perennials and annuals maintained and planted at Bethesda	Dead plants are replaced within 15 calendar days of notification	0%	

RFP #	Requirement	Quality Standard	AQL	Lot	Timeliness Standard	AQL	MAX
			5%	# of 4" pot red geraniums maintained at Baltimore	Dead plants are replaced within 15 calendar days of notification	0%	
			5%	# of perennials and annuals maintained and planted at North Carolina	Dead plants are replaced within 15 calendar days of notification	0%	
5.2.3.1.5	Provide litter control services	Turf, shrub beds, and pavement areas are free of litter and debris	5%	# of acres of turf, shrub beds, and pavement areas at Bethesda & Poolesville	Deficiency is corrected within 24 hours of notification	0%	
			5%	# of acres of turf, shrub beds, and pavement areas at Baltimore	Deficiency is corrected within 24 hours of notification	0%	
			5%	# of acres of turf, shrub beds, and pavement areas at North Carolina	Deficiency is corrected within 24 hours of notification	0%	
		Generated Yard Waste Disposal Reports include required data and are current and accurate	0%	# of reports quarterly	Submitted to Government Representative on the following dates: January 15, April 15, July 15, October 15	0%	

RFP #	Requirement	Quality Standard	AQL	Lot	Timeliness Standard	AQL	MAX
5.2.3.1.6	Perform excavation services	Utility is exposed to allow repair and site is restored	0%	# of excavations monthly at Bethesda & Poolesville	Services are available 24/7	0%	
			0%	# of excavations monthly at Montana	Services are available 24/7	0%	
			0%	# of excavations monthly at North Carolina	Services are available 24/7	0%	
5.2.3.1.7	Provide landscape constructions	Landscape constructions are completed IAW customer specifications	10%	# of landscape construction work orders monthly at Bethesda & Poolesville	Rework is completed within 14 calendar days of notification	0%	
			0%	# of landscape construction work orders monthly at Montana	Rework is completed within 14 calendar days of notification	0%	
			10%	# of landscape construction work orders monthly at North Carolina	Rework is completed within 14 calendar days of notification	0%	
5.2.3.2	Provide Support for Special Events and Security Level Changes	Appropriate materials and services are provided for special events IAW customer requirements.	0%	# of special events annually	IAW with customer schedule and seasonal requirements	0%	

RFP #	Requirement	Quality Standard	AQL	Lot	Timeliness Standard	AQL	MAX
5.2.3.3	Maintain, Upgrade, and Repair Pavement Areas	Pavement areas are safe, hazard free, accessible, properly marked, and free of defects	15%	# of acres of pavement area at Bethesda & Poolesville	IAW Table 5.2-1 and 5.2-2	0%	
			0%	# of acres of pavement area at Baltimore	IAW Table 5.2-1 and 5.2-2	0%	
			0%	# of acres of pavement area at Montana	IAW Table 5.2-1 and 5.2-2	0%	
			15%	# of acres of pavement area at North Carolina	IAW Table 5.2-1 and 5.2-2	0%	
5.2.3.4	Maintain and Repair Parking Structures	Parking garages are properly lit, accessible, and clean and free of litter, waste, and graffiti	5%	# of square feet of parking garages maintained monthly	Parking garages are swept and litter removed on a weekly basis	0%	
		Parking garage surfaces are power swept, pressure washed, and sealed	0%	# of square feet of parking garages maintained monthly	Parking garage surfaces to include parking areas, drive, walkways, and stairwells are to be power swept semi-annually between March 1 through May 30 and September 1 through November 30	0%	

RFP #	Requirement	Quality Standard	AQL	Lot	Timeliness Standard	AQL	MAX
				# of square feet of parking garages maintained monthly	Parking garage surfaces to include parking areas, drive, walkways, walls, pipes, ceilings, and stairwells are pressure washed annually between April 1 and September 30	0%	
				# of square feet of parking garages maintained monthly	Parking garage surfaces are sealed every 5 years. MLP-6 in 2004, Building 45 in 2005, Clinical Center Complex, MLP-7 in 2007 and MLP-8 in 2008	0%	
5.2.3.5	Snow and Ice Removal						
5.2.3.5.1	Remove snow and ice from paved and unpaved surfaces	Paved and unpaved surfaces are safe, hazard free and facilities are accessible.	5%	# of acres of paved and unpaved surfaces at Bethesda & Poolesville	All paved and unpaved surfaces are fully cleared to bare pavement within 8 hours of storm cessation	0%	
			5%	# of acres of paved and unpaved surfaces at Baltimore	All paved and unpaved surfaces are fully cleared to bare pavement within 8 hours of storm cessation	0%	
			5%	# of acres of paved and unpaved surfaces at Montana	All paved and unpaved surfaces are fully cleared to bare pavement within 8 hours of storm cessation	0%	

RFP #	Requirement	Quality Standard	AQL	Lot	Timeliness Standard	AQL	MAX
			5%	# of acres of paved and unpaved surfaces at North Carolina	All paved and unpaved surfaces are fully cleared to bare pavement within 8 hours of storm cessation	0%	
			0%	# of building entrances at Bethesda & Poolesville	All paved and unpaved surfaces are fully cleared to bare pavement within 8 hours of storm cessation	0%	
			0%	# of building entrances at Baltimore	All paved and unpaved surfaces are fully cleared to bare pavement within 8 hours of storm cessation	0%	
			0%	# of building entrances at Montana	All paved and unpaved surfaces are fully cleared to bare pavement within 8 hours of storm cessation	0%	
			0%	# of building entrances at North Carolina	All paved and unpaved surfaces are fully cleared to bare pavement within 8 hours of storm cessation	0%	
			0%	# of bus shelters at Bethesda	All paved and unpaved surfaces are fully cleared to bare pavement within 8 hours of storm cessation	0%	

RFP #	Requirement	Quality Standard	AQL	Lot	Timeliness Standard	AQL	MAX
			0%	# of bus shelters at North Carolina	All paved and unpaved surfaces are fully cleared to bare pavement within 8 hours of storm cessation	0%	
			5%	# of nitrogen/oxygen tank areas at Bethesda	All paved and unpaved surfaces are fully cleared to bare pavement within 8 hours of storm cessation	0%	
			0%	# of nitrogen/oxygen tank areas at North Carolina	All paved and unpaved surfaces are fully cleared to bare pavement within 8 hours of storm cessation	0%	
5.2.3.5.2	Distribution and removal of salt and sand	Ice melt boxes are in place and stocked at all times.	0%	# of 50 lb boxes of ice-melt placed annually at Bethesda	Boxed ice melt is placed before Dec. 1 and removed after April 1	0%	
			0%	# of 50 lb boxes of ice-melt placed annually at Baltimore	Boxed ice melt is placed before Dec. 1 and removed after April 1	0%	
			0%	# of 30 lb bags of ice-melt placed annually at Montana	Boxed ice melt is placed before Nov. 1 and removed after June 1	0%	
			0%	# of 50 lb boxes of ice-melt placed annually at North Carolina	Boxed ice melt is placed before Dec. 1 and removed after April 1	0%	

RFP #	Requirement	Quality Standard	AQL	Lot	Timeliness Standard	AQL	MAX
5.2.3.6	Provide Permanent and Temporary Signage	Traffic control signs are IAW the Manual of Uniform Traffic Control Devices and are installed correctly.	0%	# of traffic control sign requests monthly for Bethesda & Poolesville	Traffic control signs installed within 3 business days of request	0%	
		Informational and temporary signs meet customer requirements	0%	# of informational and temporary sign requests monthly for Bethesda & Poolesville	Informational and temporary signs installed to meet customer schedule	0%	
5.2.3.7	Provide Shelter Services	Shelters, tents, and kiosks are clean of debris and litter, glass is clean and free of graffiti and attached advertisements	5%	# of shelters maintained monthly at Bethesda	IAW Table 5.2-1 and 5.2-2	0%	
			0%	# of shelters maintained monthly at North Carolina	IAW Table 5.2-1 and 5.2-2	0%	
		Shelters and kiosk campus map are current and accurate	0%	# of updates quarterly	Map is updated within 30 calendar days of facility changes and submitted to Government Representative by October 15	0%	

RFP #	Requirement	Quality Standard	AQL	Lot	Timeliness Standard	AQL	MAX
5.2.3.8	Provide Ponds, Lakes, Dams, and Creek Services	Ponds, lakes, dams, creeks, and surrounding areas are inspected and free of litter	0%	# of pond, lake, dam, and creek inspections monthly at Bethesda & Poolesville	IAW Table 5.2-1 and 5.2-2	0%	
			0%	# of lake and creek inspections monthly at North Carolina	IAW Table 5.2-1 and 5.2-2	0%	
		Algae, oxygen and PH levels meet customer requirements	0%	# of ponds, lakes, dams, and creeks tested annually at Bethesda & Poolesville	Tests are completed and report is submitted to Government Representative by October 15	0%	
			0%	# of lakes and creeks tested annually at North Carolina	Tests are completed and report is submitted to Government Representative by October 15	0%	
5.2.3.8.1	Maintain and monitor fish	Fish counts are current and accurate and predator/prey are balanced	0%	# of ponds maintained annually at Bethesda & Poolesville	Fish counts completed and maintenance performed and report submitted to Government Representative by October 15	0%	
			0%	# of lakes maintained annually at North Carolina	Fish counts completed and maintenance performed and report submitted to Government Representative by	0%	

RFP #	Requirement	Quality Standard	AQL	Lot	Timeliness Standard	AQL	MAX
					October 15		
5.2.3.8.2	Maintain lake	20-20-5 ratio fertilizer with limestone filler applied to the water between one foot and 3 feet depths at the rate of 100 pounds per acre	0%	# of fertilizations	Lake fertilized in six week intervals from April 1 to August 15	0%	
		Lake edges are mowed to a grass length of 6 to 10 inches	0%	# of lake edge acres mowed	Deficiency is corrected within 7 calendar days from notification	0%	
5.2.3.9	Provide Wild Animal Services	Natural and artificial habitats attract and retain wildlife species	5%	# of habitats maintained monthly at Bethesda & Poolesville	IAW Table 5.2-1 and 5.2-2	0%	
			20%	# of habitats maintained monthly at North Carolina	IAW Table 5.2-1 and 5.2-2	0%	
		Wild animals are rescued or released and dead animals are removed and disposed of	0%	# of wild animals rescued, released or dead animals removed monthly at Bethesda & Poolesville	IAW Table 5.2-1 and 5.2-2	0%	

RFP #	Requirement	Quality Standard	AQL	Lot	Timeliness Standard	AQL	MAX
			0%	# of wild animals rescued, released or dead animals removed monthly at North Carolina	IAW Table 5.2-1 and 5.2-2	0%	
5.2.3.10	Provide Substance Spill Containment and Removal Services	Hazardous material spills are prevented from entering storm water management systems.	0%	# of spill service calls monthly for Bethesda & Poolesville	IAW Table 5.2-1 and 5.2-2	0%	
			0%	# of spill service calls monthly for Baltimore	IAW Table 5.2-1 and 5.2-2	0%	
5.2.3.11	Maintain Recreational Facilities and Structures	Facilities and structures are maintained and repaired IAW customer requirements and expectations	5%	# of recreation facility/structure service calls monthly for Bethesda & Poolesville	IAW Table 5.2-1 and 5.2-2	0%	
			5%	# of recreation facility/structure service calls monthly for North Carolina	IAW Table 5.2-1 and 5.2-2	0%	
5.2.3.12	Maintain and Manage Ozone Action Days Notification	Proper flag flown	0%	# of ozone alerts annually at Bethesda	Proper flag in place within 2 hours of notification.	0%	
			0%	# of ozone alerts annually at North Carolina	Proper flag in place within 2 hours of notification.	0%	

RFP #	Requirement	Quality Standard	AQL	Lot	Timeliness Standard	AQL	MAX
5.2.3.13	Maintain Fences	Fencing service call completed and deficiency corrected	5%	# of fencing service calls monthly for Bethesda & Poolesville	IAW Table 5.2-1 and 5.2-2	0%	
			0%	# of fencing service calls monthly for Montana	IAW Table 5.2-1 and 5.2-2	0%	
			5%	# of fencing service calls monthly for North Carolina	IAW Table 5.2-1 and 5.2-2	0%	

5.2.3 WORKLOAD

RFP #	Requirement	Workload Indicator	Current Annual	Base Period	1st year	2nd year	3rd year
5.2.3.1	Landscaping						
5.2.3.1.1	Maintain lawns	# of acres maintained annually at Bethesda & Poolesville	262	514	262	262	262
		# of acres maintained annually at Baltimore	3	6	3	0	0
		# of acres maintained annually at Montana	2.4	4.8	2.4	2.4	2.4
		# of acres maintained annually at North Carolina	71	142	71	71	71
		# of feet of edging maintained annually at Bethesda & Poolesville	170,500	341,000	170,500	170,500	170,500
		# of feet of edging maintained annually at Baltimore	6,150	12,300	6,150	0	0
		# of feet of edging maintained annually at Montana	15,290	30,580	15,290	15,290	15,290
		# of feet of edging maintained annually at North Carolina	103,125	206,250	103,125	103,125	103,125

RFP #	Requirement	Workload Indicator	Current Annual	Base Period	1st year	2nd year	3rd year
		# of acres of dethatching, aerifying, fertilizing, liming, and overseeding at Bethesda & Poolesville	49.5	99	49.5	49.5	49.5
		# of acres of dethatching, aerifying, fertilizing, liming, and overseeding at Baltimore	3	6	3	0	0
		# of acres of dethatching, aerifying, fertilizing, liming, and overseeding at North Carolina	46	92	46	46	46
		# of acres of leaf removal annually at Bethesda & Poolesville	163	326	163	163	163
		# of acres of leaf removal annually at Baltimore	4.42	8.84	4.42	0	0
		# of acres of leaf removal annually at North Carolina	10	20	10	10	10
		# of acres of pasture maintained annually at Poolesville	188	376	188	188	188

RFP #	Requirement	Workload Indicator	Current Annual	Base Period	1st year	2nd year	3rd year
		# of acres of pasture maintained annually at Montana	6	12	6	6	6
		# of PH tests performed annually at Bethesda	6	12	6	6	6
		# of PH tests performed annually at North Carolina	6	12	6	6	6
5.2.3.1.2	Maintain interior plants	# of interior plants maintained at Bethesda	1,040	2,080	1,040	1,040	1,040
		# of interior plants maintained at North Carolina	132	264	132	132	132
5.2.3.1.3	Plant and maintain ornamental and shade trees	# of trees as identified in TE 17.2.1 maintained at Bethesda & Poolesville	6,000	12,000	6,000	6,000	6,000
		# of trees maintained at Baltimore	90	180	90	0	0
		# of trees maintained at North Carolina	650	1,300	650	650	650
		# of new trees planted at Bethesda & Poolesville	100	200	100	100	100
		# of new trees planted at North Carolina	50	100	50	50	50

RFP #	Requirement	Workload Indicator	Current Annual	Base Period	1st year	2nd year	3rd year
		# of tree transplants at Bethesda	30	60	30	30	30
		# of tree transplants at North Carolina	20	40	20	20	20
		# of reports for Bethesda	1	2	1	1	1
5.2.3.1.4	Maintain shrub, hedge, flower, and ground cover beds	# of acres of hedge, shrub, and ground cover beds at Bethesda	12.5	25	12.5	12.5	12.5
		# of acres of hedge, shrub, and ground cover beds at Baltimore	0.15	0.30	0.15	0	0
		# of acres of hedge, shrub, and ground cover beds at North Carolina	3.67	3.67	3.67	3.67	3.67
		# of perennials and annuals maintained at Bethesda	15,000	30,000	15,000	15,000	15,000
		# of 4" pot red geraniums maintained at Baltimore	50	100	50	0	0
		# of perennials and annuals maintained at North Carolina	5,640	11,280	5,640	5,640	5,640

RFP #	Requirement	Workload Indicator	Current Annual	Base Period	1st year	2nd year	3rd year
5.2.3.1.5	Provide litter control services	# of acres of turf, shrub beds, and pavement areas at Bethesda & Poolesville	255	510	255	255	255
		# of acres of turf, shrub beds, and pavement areas at Baltimore	4.42	8.84	4.42	0	0
		# of acres of turf, shrub beds, and pavement areas at North Carolina	64.6	129.2	64.6	64.6	64.6
		# of reports	4	8	4	4	4
5.2.3.1.6	Perform excavation services	# of excavations at Bethesda & Poolesville	12	24	12	12	12
		# of excavations at Montana	1	2	1	1	1
		# of excavations at North Carolina	20	40	20	20	20
5.2.3.1.7	Provide landscape constructions	# of landscape construction work orders for Bethesda & Poolesville	520	1,040	520	520	520
		# of landscape construction work orders for Montana	2	4	2	2	2
		# of landscape construction work orders for North Carolina	30	60	30	30	30

RFP #	Requirement	Workload Indicator	Current Annual	Base Period	1st year	2nd year	3rd year
5.2.3.2	Provide Support for Special Events and Security Level Changes	# of special events	36	72	36	36	36
5.2.3.3	Maintain, Upgrade, and Repair Pavement Areas	# of acres of pavement area at Bethesda & Poolesville	95.6	191.2	95.6	95.6	95.6
		# of acres of pavement area at Baltimore	2.72	5.44	2.72	0.00	0.00
		# of acres of pavement area at Montana	2.69	5.38	2.69	2.69	2.69
		# of acres of pavement area at North Carolina	18.6	37.2	18.6	18.6	18.6
5.2.3.4	Maintain and Repair Parking Structures	# of square feet of parking garages maintained annually	1,422,500	2,845,000	1,422,500	1,422,500	1,422,500
		# of square feet of parking garages power swept annually	1,422,500	2,845,000	1,422,500	1,422,500	1,422,500
		# of square feet of parking garages power washed annually	1,422,500	2,845,000	1,422,500	1,422,500	1,422,500
		# of square feet of parking garages sealed annually	516,900	315,800	461,200	128,600	455,200
5.2.3.5	Snow and Ice Removal						

RFP #	Requirement	Workload Indicator	Current Annual	Base Period	1st year	2nd year	3rd year
5.2.3.5.1	Remove snow and ice from paved and unpaved surfaces	# of acres of paved and unpaved surfaces at Bethesda & Poolesville	95.6	191.2	95.6	95.6	95.6
		# of acres of paved and unpaved surfaces at Baltimore	2.72	5.44	2.72	0	0
		# of acres of paved and unpaved surfaces at Montana	2.69	5.38	2.69	2.69	2.69
		# of acres of paved and unpaved surfaces at North Carolina	18.6	37.2	18.6	18.6	18.6
		# of building entrances at Bethesda & Poolesville	497	994	497	497	497
		# of building entrances at Baltimore	4	8	4	0	0
		# of building entrances at Montana	30	60	30	30	30
		# of building entrances at North Carolina	152	152	152	152	152
		# of bus shelters at Bethesda	21	42	21	21	21
		# of bus shelters at North Carolina	10	10	10	10	10

RFP #	Requirement	Workload Indicator	Current Annual	Base Period	1st year	2nd year	3rd year
		# of nitrogen/ oxygen tank areas at Bethesda	18	36	18	18	18
		# of nitrogen/ oxygen tank areas at North Carolina	1	1	1	1	1
5.2.3.5.2	Distribution and removal of salt and sand	# of 50 lb boxes of ice-melt placed annually at Bethesda	183	366	183	183	183
		# of 50 lb boxes of ice-melt placed annually at Baltimore	4	8	4	0	0
		# of 30 lb bags of ice-melt placed annually at Montana	50	100	50	50	50
		# of 50 lb boxes of ice-melt placed annually at North Carolina	300	600	300	300	300
5.2.3.6	Provide Permanent and Temporary Signage	# of traffic control sign requests annually at Bethesda & Poolesville	240	480	240	240	240
		# of traffic control sign requests annually at North Carolina	30	60	30	30	30

RFP #	Requirement	Workload Indicator	Current Annual	Base Period	1st year	2nd year	3rd year
		# of informational and temporary sign requests annually at Bethesda & Poolesville	240	480	240	240	240
		# of informational and temporary sign requests annually at North Carolina	10	20	10	10	10
5.2.3.7	Provide Shelter Services	# of shelters maintained at Bethesda	29	58	29	29	29
		# of shelters maintained at North Carolina	1	2	1	1	1
		# of map updates	4	8	4	4	4
5.2.3.8	Provide Ponds, Lakes, Dams, and Creek Services	# of pond, lake, dam, and creek inspections annually at Bethesda & Poolesville	72	144	72	72	72
		# of lake and creek inspections annually at North Carolina	24	48	24	24	24
		# of ponds, lakes, dams, and creeks tested annually at Bethesda & Poolesville	6	12	6	6	6
		# of lakes and creeks tested annually at North Carolina	2	4	2	2	2

RFP #	Requirement	Workload Indicator	Current Annual	Base Period	1st year	2nd year	3rd year
5.2.3.8.1	Maintain and monitor fish	# of ponds maintained annually at Bethesda & Poolesville	3	6	3	3	3
		# of lakes maintained annually at North Carolina	1	2	1	1	1
5.2.3.8.2	Maintain lake	# of fertilizations annually	4	8	4	4	4
		# of lake edge acres mowed	0.8	1.6	0.8	0.8	0.8
5.2.3.9	Provide Wild Animal Services	# of habitats maintained annually at Bethesda & Poolesville	50	100	50	50	50
		# of habitats maintained annually at North Carolina	5	10	5	5	5
		# of wild animals rescued, released or dead animals removed annually at Bethesda & Poolesville	12	24	12	12	12
		# of wild animals rescued, released or dead animals removed annually at North Carolina	20	40	20	20	20

RFP #	Requirement	Workload Indicator	Current Annual	Base Period	1st year	2nd year	3rd year
5.2.3.10	Provide Substance Spill Containment and Removal Services	# of spill service calls annually for Bethesda & Poolesville	12	24	12	12	12
		# of spill service calls annually for Baltimore	2	4	2	0	0
5.2.3.11	Maintain Recreational Facilities and Structures	# of recreation facility/structure service calls annually for Bethesda & Poolesville	12	24	12	12	12
		# of recreation facility/structure service calls annually for North Carolina	10	20	10	10	10
5.2.3.12	Maintain and Manage Ozone Action Days Notification	# of ozone alerts annually at Bethesda	12	24	12	12	12
		# of ozone alerts annually at North Carolina	20	40	20	20	20
5.2.3.13	Maintain Fences	# of fencing service calls annually for Bethesda & Poolesville	21	42	21	21	21

RFP #	Requirement	Workload Indicator	Current Annual	Base Period	1st year	2nd year	3rd year
		# of linear feet of fencing at Bethesda (See TE 17.4 Bethesda & Poolesville Landscape Maintenance Maps)	12,110	24,220	12,110	12,110	12,110
		# of linear feet of fencing at Poolesville (See TE 17.8 Poolesville Fencing Map)	68,436	136,872	68,436	68,436	68,436
		# of fencing service calls annually for Montana	6	12	6	6	6
		# of linear feet of fencing at Montana	5,700	11,400	5,700	5,700	5,700
		# of fencing service calls annually for North Carolina	8	16	8	8	8
		# of linear feet of fencing at North Carolina	800	800	800	800	800

5.2.4 ACCREDITATION SERVICES

5.2.4 REQUIREMENTS

The following table illustrates which requirements pertain to each site. For each requirement row, an 'X' appears in the site location column for which that service is required.

RFP #	Requirement	Bethesda	North Carolina	Montana	Poolesville	Baltimore	Leased Facilities in Montgomery County	Leased Facilities in North Carolina
5.2.4.1	AAALAC	X	X	X	X	X	X	
5.2.4.1.1	Collects/stores/provides continuous archival data on ACU environmental conditions	X		X	X	X	X	
5.2.4.1.2	Provide Animal Care Facility Certificates of Compliance and Deficiency Reports to OACU	X			X			
5.2.4.2	JCAHO	X						
5.2.4.2.1	Oversee and update the Utility Systems Management Plan (USMP)	X						
5.2.4.2.2	Oversee and update the Statement of Conditions (SOC)	X						
5.2.4.2.3	Provide JCAHO Equipment Preventive Maintenance Status Reports	X						
5.2.4.2.4	Provide Clinical Center Grounds Maintenance Inspection Report	X						

5.2.4 CONDITIONS OF PERFORMANCE

RFP #	Requirement	Conditions Of Performance
5.2.4.1	AAALAC	SP shall maintain all animal facility documentation and monitoring systems to support AAALAC accreditation facility requirements. SP shall participate in semi-monthly task force and monthly animal program advisory committee meetings.
5.2.4.1.1	Collects/stores/provides continuous archival data on ACU environmental conditions	SP shall maintain the environment monitoring systems at each location that include building automation system monitoring hardware devices, computers with monitors and printers at each animal care facility to collect environmental data, and central system monitoring. They collect the following environmental data: temperature, humidity, supply air CFM, and exhaust air CFM.
		The following number of animal rooms are monitored: Bethesda & Poolesville - 943, Montana - 45, Baltimore - 49. The Leased Facilities in Montgomery County requiring environmental monitoring include 5 Research Court and Twinbrook II.
		SP shall recalibrate all monitoring points and provide documentation to Government Representative.
		SP shall maintain and update written descriptions with detailed engineering drawings of each animal care facility's emergency power and HVAC systems. These descriptions, by facilities and by campus, will be provided for each animal care facility and each campus to the Government Representative upon request. The Leased Facilities in Montgomery County requiring written descriptions include 5 Research Court, Twinbrook II, Flow, and KeyWest. For a report sample, see TE 9.7 AAALAC HVAC & Emergency Power Systems series.
		SP shall provide HVAC Air Balancing Reports listing the environmental conditions of every animal room at each site by building and room number. The data in the report is collected between August 1 and December 31. The Leased Facilities in Montgomery County requiring reports include 5 Research Court, Twinbrook II, Flow, and KeyWest. For report samples, see TE 9 AAALAC Accreditation Documents.

RFP #	Requirement	Conditions Of Performance
5.2.4.1.2	Provide Animal Care Facility Certificates of Compliance and Deficiency Reports to OACU	This requirement pertains to the Bethesda and Poolesville sites only. SP shall provide a certificate of compliance stating the conditions for every animal care facility and a report that identifies all electrical, HVAC, and architectural deficiencies, and plans for corrective actions to Government Representative. Refer to TE 9.6 Bethesda OACU Reports.
5.2.4.2	JCAHO	This requirement pertains to the Bethesda campus only. SP shall attend the monthly JCAHO meetings held by the CC.
5.2.4.2.1	Oversee and update the Utility Systems Management Plan (USMP)	SP shall maintain and update the Utility Systems Management Plan for the Clinical Center Complex and Clinical Research Center at the Bethesda campus, including the development of operating procedures relative to patient care areas. See TE 19.1 Utility Systems Management Plan.
5.2.4.2.2	Oversee and update the Statement of Conditions (SOC)	SP shall maintain and update the Statement of Conditions for the Clinical Center Complex and Clinical Research Center at the Bethesda campus. See TE 19.2 Statement of Conditions.
5.2.4.2.3	Provide JCAHO Equipment Preventive Maintenance Status Reports	SP shall provide reports which summarize all scheduled and completed preventive maintenance work orders performed on equipment identified in TE 7.1 Bethesda JCAHO Prescribed Equipment Schedule by equipment type to Government Representative. See TE 19.3 Preventive Maintenance Reports series.
5.2.4.2.4	Provide Clinical Center Grounds Maintenance Inspection Report	SP shall provide a report which summarizes grounds conditions and identifies corrected hazards to Government Representative. See TE 19.4 CC Grounds Maintenance Inspection Report.

5.2.4 QUALITY AND TIMELINESS STANDARDS OF PERFORMANCE

RFP #	Requirement	Quality Standard	AQL	Lot	Timeliness Standard	AQL	MAX
5.2.4.1	AAALAC						
5.2.4.1.1	Collects/stores/provides continuous archival data on ACU environmental conditions	Data is being accurately collected every 30 minutes, and environmental monitoring devices at each animal care facility are functioning properly	5%	# of environmental monitoring system service calls performed monthly at Bethesda & Poolesville	IAW Table 5.2-1 and 5.2-2	0%	
		Environmental monitoring points are recalibrated and documentation is provided to Government Representative.	0%	# of monitoring points	Recalibration is completed and documentation provided to Government Representative by January 15th	0%	
		Descriptions of Animal Care Facility Emergency Power and HVAC Systems are current and accurate.	0%	# of reports tri-annually	Submitted to Government Representative on January 15	0%	
		Environmental conditions reported for all animal rooms are current and accurate	0%	# of reports tri-annually	Submitted to Government Representative on January 15	0%	
5.2.4.1.2	Provide Animal Care Facility Certificates of Compliance and Deficiency Reports to OACU	Animal Care Facility Certificate of Compliance and Deficiency Reports are current and accurate	0%	# of reports annually	Submitted to Government Representative on October 1	20%	30 calendar days
5.2.4.2	JCAHO						

RFP #	Requirement	Quality Standard	AQL	Lot	Timeliness Standard	AQL	MAX
5.2.4.2.1	Oversee and update the Utility Systems Management Plan (USMP)	USMP is current and accurate	0%	# of updates quarterly	Submitted to Government Representative on the following dates: January 15, April 15, July 15, October 15	25%	15 calendar days
5.2.4.2.2	Oversee and update the Statement of Conditions (SOC)	SOC is current and accurate	0%	# of updates quarterly	Submitted to Government Representative on the following dates: January 15, April 15, July 15, October 15	25%	15 calendar days
5.2.4.2.3	Provide JCAHO Equipment Preventive Maintenance Status Reports	JCAHO Equipment Preventive Maintenance Status Reports are current and accurate	0%	# of updates monthly	Submitted to Government Representative on 15th business day of every month.	0%	
5.2.4.2.4	Provide Clinical Center Grounds Maintenance Inspection Report	CC Grounds Maintenance Inspection Report includes required data elements.	0%	# of reports monthly	Submitted to Government Representative on 15th business day of every month.	0%	

5.2.4 WORKLOAD

RFP #	Requirement	Workload Indicator	Current Annual	Base Period	1st year	2nd year	3rd year
5.2.4.1	AAALAC						
5.2.4.1.1	Collects/stores/provides continuous archival data on ACU environmental conditions	# of environmental monitoring system service calls performed annually at Bethesda, Poolesville, and Leased Facilities in Montgomery County	21	42	21	21	21
		# of monitoring points maintained at Bethesda, Poolesville, and Leased Facilities in Montgomery County	3,772	7,544	3,772	3,772	3,772
		# of monitoring points maintained at Baltimore	196	392	196	0	0
		# of monitoring points maintained at Montana	180	360	180	180	180
		# of Descriptions of Animal Care Facility Emergency Power and HVAC Systems maintained for Bethesda, Poolesville, and Leased Facilities in Montgomery County	0	57	0	0	57

RFP #	Requirement	Workload Indicator	Current Annual	Base Period	1st year	2nd year	3rd year
		# of Descriptions of Animal Care Facility Emergency Power and HVAC Systems maintained for Baltimore	0	1	0	0	0
		# of Descriptions of Animal Care Facility Emergency Power and HVAC Systems maintained for Montana	0	3	0	0	3
		# of HVAC Air Balancing Reports for Bethesda, Poolesville, and Leased Facilities in Montgomery County	0	42	0	0	42
		# of HVAC Air Balancing Reports for Baltimore	0	12	0	0	0
		# of HVAC Air Balancing Reports for Montana	0	3	0	0	3
5.2.4.1.2	Provide Animal Care Facility Certificates of Compliance and Deficiency Reports to OACU	# of reports for Bethesda & Poolesville	48	96	48	48	48
5.2.4.2	JCAHO						
5.2.4.2.1	Oversee and update the Utility Systems Management Plan (USMP)	# of updates annually	4	8	4	4	4
5.2.4.2.2	Oversee and update the Statement of Conditions (SOC)	# of updates annually	4	8	4	4	4

RFP #	Requirement	Workload Indicator	Current Annual	Base Period	1st year	2nd year	3rd year
5.2.4.2.3	Provide JCAHO Equipment Preventive Maintenance Status Reports	# of updates annually	12	24	12	12	12
5.2.4.2.4	Provide Clinical Center Grounds Maintenance Inspection Report	# of reports annually	12	24	12	12	12

5.2.5 LOGISTICS

5.2.5 REQUIREMENTS

The following table illustrates which requirements pertain to each site. For each requirement row, an 'X' appears in the site location column for which that service is required.

RFP #	Requirement	Bethesda	North Carolina	Montana	Poolesville	Baltimore	Leased Facilities in Montgomery County	Leased Facilities in North Carolina
5.2.5.1	Transport property			X				
5.2.5.2	Repair and Maintain Motor Vehicles			X				

5.2.5 CONDITIONS OF PERFORMANCE

RFP #	Requirement	Conditions Of Performance
5.2.5.1	Transport property	This requirement pertains to the Montana site only. Transport services include but are not limited to unpacking, assembly, and installation of furniture and equipment.
5.2.5.2	Repair and Maintain Motor Vehicles	This requirement pertains to the Montana site only. SP shall provide repair and maintenance services for motor vehicles listed in TE 5.5 GFV Montana. Maintenance performed at 3000 mile intervals will include changing the oil and oil filter, checking all fluid levels, air filters, and tire air pressure, and cleaning the vehicle.

5.2.5 QUALITY AND TIMELINESS STANDARDS OF PERFORMANCE

RFP #	Requirement	Quality Standard	AQL	Lot	Timeliness Standard	AQL	MAX
5.2.5.1	Transport property	Property transport service call completed	0%	# of property transport service calls monthly	IAW Table 5.2-1 and 5.2-2	0%	
5.2.5.2	Repair and Maintain Motor Vehicles	Motor vehicle maintenance service call completed and vehicle returned to operation	0%	# of motor vehicle maintenance service calls quarterly	IAW Table 5.2-1 and 5.2-3	0%	

5.2.5 WORKLOAD

RFP #	Requirement	Workload Indicator	Current Annual	Base Period	1st year	2nd year	3rd year
5.2.5.1	Transport property	# of property transport service calls annually	225	450	225	225	225
5.2.5.2	Repair and Maintain Motor Vehicles	# of motor vehicle maintenance service calls annually	57	114	57	57	57

5.3 CENTRAL UTILITIES

TE-18.6 “NIH Central Utility Plant - Functional Expertise” identifies professional services expertise, facility type expertise and facility feature/ function expertise required for the services under this section.

5.3.1 GENERAL

5.3.1 REQUIREMENTS

The following table illustrates which requirements pertain to each site. For each requirement row, an ‘X’ appears in the site location column for which that service is required.

RFP #	Requirement	Bethesda	North Carolina	Montana	Poolesville	Baltimore
5.3.1.1	Perform Preventive Maintenance	X	X	X	X	X
5.3.1.2	Provide and Maintain Operation and Maintenance Plans and Schedules	X	X	X	X	X
5.3.1.3	Service Calls	X	X	X	X	X
5.3.1.4	Project Work Orders	X	X	X	X	X
5.3.1.5	Provide Workload Report	X	X	X	X	X

5.3.1 CONDITIONS OF PERFORMANCE

RFP #	Requirement	Conditions of Performance
5.3.1.1	Perform Preventive Maintenance	SP shall coordinate PM with customer prior to performance. In the event the SP is unable to perform required PM due to customer constraints, SP shall notify Government Representative in writing within 1 business day of SP determination of schedule deviation. SP shall perform PM action as instructed by Government Representative
		Includes equipment and ancillary equipment for boilers, chillers, compressors, High Voltage equipment, and all distribution systems to include steam, chilled water, compressed air, domestic water, sanitary and storm sewers, and electrical distribution, deep well equipment, fuel storage and distribution
		SP shall continue performing PM maintenance IAW existing maintenance plan pending plan update approval. SP shall provide maintenance plan as-is upon government request.
		At the NIH Campus, Bethesda, current operations entail an annual steam shutdown during the first week of June on a Friday from 7pm to Saturday 7am. This annual shutdown schedule currently is used to facilitate annual preventive maintenance and scheduled repair requirements. The Utility Shutdown webpage shall be used for notification. In addition, close coordination and liaison with Clinical Center operating suites shall occur. Government Representative may delay or cancel annual scheduled shutdown.
		At NIH Facility in North Carolina, current operations entail an annual HTHW shutdown during the Labor Day Holiday weekend. The outage begins Friday and continues until Monday evening. This annual shutdown schedule currently is used to facilitate annual maintenance and repair requirements. The Utility Shutdown will be scheduled as a planned outage. The Government Representative may cancel or delay annual scheduled shutdown.
		AT NIH Facility North Carolina, the SP shall perform maintenance services of all electrical systems and equipment on the NIEHS Campus and Davis Park Warehouse, and all exterior distribution lines and equipment on the NIEHS Campus up to and including the main 13,800 volt substation inside each building to the 480 volt main disconnect.

RFP #	Requirement	Conditions of Performance
		Perform preventive maintenance on waste removal equipment and facilities SP shall maintain and update procedures as required by changes in NIH and government standards and equipment
		SP shall perform maintenance and update procedures for wells, pumps, storage, filtration, chlorination and water distribution systems as required by changes in NIH equipment and Maryland State, local, and EPA Requirements.
		SP shall maintain and update boiler plant procedures as required by changes in ASME standards for boilers. All preventive maintenance on boilers and auxiliary equipment will be completed and the boilers ready for winter operation by October 1.
		SP shall maintain and update chiller procedures as required by manufactures recommendation for the installed chillers. All preventive maintenance on chillers and auxiliary equipment shall be completed and the chillers ready for summer operation by April 1.There is significant chiller load throughout winter. The SP shall plan the maintenance program to continually meet this load.
5.3.1.2	Provide and Maintain Operation and Maintenance Plans and Schedules	SP shall provide an operation and maintenance plan for the combined Maryland facilities with the technical proposal for Government evaluation. Upon Government approval, SP plans will become part of the award. Facilities included are the NIH Campus in Bethesda, NIH Facility in Poolesville, and the NIH facility in Baltimore. The plan shall address operating and maintaining the boiler plant, chiller plant, compressed air plant, incinerator, cathodic protection systems, and all associated distribution systems. The plan shall address operation and maintenance for the domestic water distribution, sanitary and storm sewer distribution, natural gas distribution, and propane and fuel oil storage and distribution. The plan shall also address operation and maintenance of the Poolesville Waster Water Treatment plant.

RFP #	Requirement	Conditions of Performance
		SP shall provide an operation and maintenance plan for the NIH Facility in North Carolina with the technical proposal for Government evaluation. Upon Government approval, SP plans will become part of the award. The plan shall address operating and maintaining the boiler/HTHW plant, chiller plant, compressed air plant, incinerator plant, cathodic protection systems, and all distribution systems. The plan shall also address operation and maintenance for the domestic water distribution, sanitary and storm sewer distribution, natural gas distribution, and propane and fuel oil storage and distribution.
		SP shall provide an operation and maintenance plan for the NIH Facility in Montana with the technical proposal for Government evaluation. Upon Government approval, SP plans will become part of the award. The plan shall address operating and maintaining the boiler plant, chiller plant, incinerator plant and all distribution systems. The plan shall also address operation and maintenance for the domestic water distribution, sanitary and storm sewer distribution, natural gas distribution, and fuel oil storage and distribution.
		All plans shall include any boiler/chiller water treatment and lubrication programs.
		All plans shall include a High Voltage Electrical plan in support of Boiler operations, Chiller operations, Compressed air operations, power provider, contractors, and building maintenance.
		All plans shall include any additional operational and/or maintenance requirements for annual, semi-annual, monthly, weekly and daily schedules.
5.3.1.3	Service Calls	Service calls are repair work orders which require no more than 80 hours of labor and $5000 in materials.
		SP shall use the building automation control systems currently in place and provided for operation and control of various systems.
		Central Utility Plant equipment includes all equipment for steam/HTHW generation/distribution, chilled water generation/distribution, compressed air generation/distribution, high voltage electrical distribution, water and sanitation distribution, water treatment plant, waste water treatment plant, deep water wells, fuel and natural gas storage and distribution, and all ancillary equipment..

RFP #	Requirement	Conditions of Performance
5.3.1.4	Project Work Orders	The SP shall be aware that service calls that are greater than 80 hours of labor and greater than $5,000 will result in a project work order upon government approval. SP shall provide a statement of work with associated drawings and at least 3 cost estimates for government approval.
		SP shall initiate notification to government regarding service calls that may result in project work orders for approval. Planned PM tasks are excluded from the project work order requirement.
		All project work orders will be less than $100,000 combined labor and materials.
		All project work orders greater than $100,000 will follow procedures in requirement 5.1
		All project work orders greater than $100,000 will follow procedures in requirement 5.1
5.3.1.5	Provide Workload Report	SP shall provide monthly workload reports for all sites. Refer to TE 15.3 Workload Reports series for example reports containing all required data elements

5.3.1 QUALITY AND TIMELINESS STANDARDS OF PERFORMANCE

RFP #	Requirement	Quality Standard	AQL	Lot	Timeliness Standard	AQL	Max
5.3.1.1	Perform Preventive Maintenance	All preventive maintenance actions performed IAW the frequency and task steps required on equipment identified in TE-7.8 Bethesda CUP Prescribed Equipment PM Schedule, TE-7.9 Poolesville CUP Prescribed Equipment PM Schedule, TE-7.10 Baltimore CUP Prescribed Equipment PM Schedule, TE-7.11 North Carolina CUP Prescribed Equipment PM Schedule, and TE-7.12 Montana CUP Prescribed Equipment PM Schedule (Boilers, chillers, compressors, High Voltage equipment, and all distribution systems to include steam, chilled water, compressed air, domestic water, sanitary and storm sewers, and electrical distribution, deep well equipment, fuel storage and distribution)	0%	# of preventive maintenance actions monthly	All preventive maintenance actions performed IAW the schedule specified in TE-7.8 Bethesda CUP Prescribed Equipment PM Schedule, TE-7.9 Poolesville CUP Prescribed Equipment PM Schedule, TE-7.10 Baltimore CUP Prescribed Equipment PM Schedule, TE-7.11 North Carolina CUP Prescribed Equipment PM Schedule, and TE-7.12 Montana CUP Prescribed Equipment PM Schedule	0%	
		As new equipment is installed and old equipment removed, plan and schedule is updated and PM performed	0%	# of plans annually	Plan updated annually and provided to Government Representative for approval NLT 1 October	0%	

RFP #	Requirement	Quality Standard	AQL	Lot	Timeliness Standard	AQL	Max
			0%	# updated plans quarterly	Plan and schedule is updated quarterly	0%	
5.3.1.2	Provide and Maintain Operation and Maintenance Plans and Schedules	A plan for the combined Maryland facilities, a plan for the North Carolina facility, and a plan for the Montana Facility are provided to the Government Representative for review and approval.	0%	# of plans	Plan updated annually and provided to Government Representative for approval NLT 1 October	0%	
		As new equipment is installed and old equipment removed, the operation and maintenance plan is updated	0%	# updated plans quarterly	Plan and schedule is updated quarterly	0%	
5.3.1.3	Service Calls	All Central Utility Plants' equipment (includes all ancillary equipment) and distribution systems maintained operational.	0%	# of service call work orders monthly	IAW Table 5.2-1 and 5.2-2	0%	
5.3.1.4	Project Work Orders	Projects are completed IAW statement of work, within estimated cost, and within the estimated time previously approved by the government.	0%	# of project work orders monthly			
5.3.1.5	Provide Workload Report	Workload Reports provided to Government Representative are current and accurate	0%	# of reports monthly	Workload report provided NLT the 7th business day of the following month	0%	

5.3.1 WORKLOAD

RFP #	Requirement	Workload Indicator	Current Annual	Base Period	1st Year	2nd Year	3rd Year
5.3.1.1	Perform Preventive Maintenance	Bethesda: # of Prescribed preventive maintenance actions	Refer to TE-7.8 Bethesda CUP Prescribed Equipment PM Schedule and TE-7.8.1 Bethesda CUP Prescribed Equipment PM Guides				
		Poolesville: # of Prescribed preventive maintenance actions	Refer to TE-7.9 Poolesville CUP Prescribed Equipment PM Schedule and TE-7.9.1 Poolesville CUP Prescribed Equipment PM Guides				
		Baltimore: # of Prescribed preventive maintenance actions	Refer to TE-7.10 Baltimore CUP Prescribed Equipment PM Schedule and TE-7.10.1 Baltimore CUP Prescribed Equipment PM Guides				
		North Carolina: # of Prescribed preventive maintenance actions	Refer to TE-7.11 North Carolina CUP Prescribed Equipment PM Schedule and TE-7.11.1 North Carolina CUP Prescribed Equipment PM Guides				
		Montana: # of Prescribed preventive maintenance actions	Refer to TE-7.12 Montana CUP Prescribed Equipment PM Schedule and TE-7.12.1 Montana CUP Prescribed Equipment PM Guides				
		Bethesda: # of PM plans annually	1	2	1	1	1
		Poolesville: # of PM plans annually	1	2	1	1	1
		Baltimore: # of PM plans annually	1	2	1	1	1
		North Carolina: # of PM plans annually	1	2	1	1	1

RFP #	Requirement	Workload Indicator	Current Annual	Base Period	1st Year	2nd Year	3rd Year
		Montana: # of PM plans annually	1	2	1	1	1
		Bethesda: # of updated plans annually	4	8	4	4	4
		Poolesville: # of updated plans annually	4	8	4	4	4
		Baltimore: # of updated plans annually	4	8	4	4	4
		North Carolina: # of updated plans annually	4	8	4	4	4
		Montana: # of updated plans annually	4	8	4	4	4
5.3.1.2	Provide and Maintain Operation and Maintenance Plans and Schedules	# of plans	3	6	3	3	3
		Bethesda: # of updated plans annually	4	8	4	4	4
		Poolesville: # of updated plans annually	4	8	4	4	4
		Baltimore: # of updated plans annually	4	8	4	4	4
		North Carolina: # of updated plans annually	4	8	4	4	4

RFP #	Requirement	Workload Indicator	Current Annual	Base Period	1st Year	2nd Year	3rd Year
		Montana: # of updated plans annually	4	8	4	4	4
5.3.1.3	Service Calls	Bethesda: # of service call work orders annually	1400	2800	1400	1400	1400
		Poolesville: # of service call work orders annually	75	150	75	75	75
		Baltimore: # of service call work orders annually	25	50	25	25	25
		North Carolina: # of service call work orders annually	2710	5420	2710	2710	2710
		Montana: # of service call work orders annually	528	1056	528	528	528
5.3.1.4	Project Work Orders	Bethesda, Poolesville, Baltimore: # of project work orders	15	30	15	15	15
		North Carolina: # of project work orders	15	30	15	15	15
		Montana: # of project work orders	58	116	58	58	58
5.3.1.5	Provide Workload Report	Bethesda: # of reports	12	24	12	12	12
		Poolesville: # of reports	12	24	12	12	12
		Baltimore: # of reports	12	24	12	12	12

RFP #	Requirement	Workload Indicator	Current Annual	Base Period	1st Year	2nd Year	3rd Year
		North Carolina: # of reports	12	24	12	12	12
		Montana: # of reports	12	24	12	12	12

5.3.2 STEAM OPERATIONS

5.3.2 REQUIREMENTS

The following table illustrates which requirements pertain to each site. For each requirement row, an 'X' appears in the site location column for which that service is required.

RFP #	Requirement	Bethesda	North Carolina	Montana	Poolesville	Baltimore
5.3.2.1.1	Generate and Maintain continuous/uninterruptible high pressure steam	X		X	X	
5.3.2.1.2	Generate and Maintain continuous/uninterruptible High Temperature Hot Water (HTHW) at NIH Facility, North Carolina		X			
5.3.2.1.3	Maintain boiler efficiency	X	X	X	X	
5.3.2.1.4	Generate and submit monthly fuel efficiency report	X	X	X	X	
5.3.2.1.5	Maintain Boiler Plant operation during failure conditions					
5.3.2.1.5.1	Return Boiler Plant to operation after a momentary power loss	X	X	X	X	
5.3.2.1.5.2	Return Boiler Plant to operation during prolonged loss of power	X	X	X	X	
5.3.2.1.5.3	Return Boiler Plant to operation during loss of fuel oil	X	X	X		
5.3.2.1.5.4	Return Boiler Plant to operation during loss of natural gas pressure	X	X	X		
5.3.2.1.5.5	Return Boiler Plant to Operation During other failures	X	X	X	X	
5.3.2.2	Maintain High Pressure Steam / High Temperature Hot Water Distribution System	X	X	X	X	
5.3.2.3	Main Steam Distribution Model	X				

5.3.2 CONDITIONS OF PERFORMANCE

RFP #	Requirement	Conditions of Performance
5.3.2.1	Operate Boiler Plant	SP shall adhere to applicable portions of the latest editions of the following National and State Codes: National Fire Protection Association (NFPA) National Fire Code; American Society of Mechanical Engineers (ASME) Boiler and Pressure Vessel Codes; and applicable state Department of Labor, Boiler and Pressure Division's, and applicable state requirements.
5.3.2.1.1	Generate and Maintain continuous/uninterruptible high pressure steam	At the NIH Campus in Bethesda, MD, the High-pressure steam generation equipment includes five natural gas/Diesel oil fired boilers with a combined capacity of 800,000 lbs. (firm capacity of 600,000 lbs.) of steam per hour @ 165psig. The primary fuel for all boilers is natural gas. Boilers 1 through 4 each have a capacity of 150,000 lbs at 165psig and Boiler 5 has a capacity of 200,000 lbs of stream/hour at 165psig.
		At NIH campus in Bethesda, MD, allowable deviations below 160psi include only SP self induced deviations from standard.
		At the NIH Campus in Bethesda, MD, Boiler 5 has a limit on the amount of Diesel/Fuel Oil consumed annually based on Maryland emission regulations. The annual capacity factor for distillate oil shall not exceed 10 percent (The annual capacity factor is defined as the ratio between the actual heat input to a steam generating unit from an individual fuel or combination of fuels during a calendar year, and the potential heat input to the steam generating unit had it been operating for 8760 hours during the calendar year at the maximum design heat input capacity).
		At the NIH Campus Bethesda, MD, the co-generation plant is expected to be online over the summer of 2003 and will supplement steam production to the tune of 100,000 lbs/hour (peak of 180,000 lbs/hour) of high pressure steam. The SP shall coordinate its boilers to be able to accommodate sudden loss of this capacity. This is of particular concern in summer when steam load may be under 100,000.

RFP #	Requirement	Conditions of Performance
		At the NIH Facility, Poolesville, MD, the high steam generation equipment includes two plants with a total of seven steam boilers. The new recently constructed includes two boilers have a capacity of 40,000 lbs/hour, two boilers have a capacity of 16,000 lbs/hour. The old plant includes two boilers have a capacity of 15,000 lbs/hour, and one boiler with a capacity of 5,000 lbs/hour. The government is currently operating both plants simultaneously due to no emergency power backup for the new plant. The government expects to provide emergency power backup to the new plant in the future at which time the old plant will be decommissioned.
		At NIH Facility Montana, the high pressure steam generation equipment include two boilers, each with the capacity of 50,000 lbs/hour.
		At NIH Facility Montana, the SP shall provide Boiler Engineers as per the Department of Labor and Industry Business Standards Division 2001 Montana Code, Title 50, Chapter 74 "Boilers and Steam Engines".
5.3.2.1.2	Generate and Maintain continuous/uninterruptible High Temperature Hot Water (HTHW) at NIH Facility, North Carolina	The HTHW Plant is located only at the NIH Facility, North Carolina
		The HTHW Plant includes four 40,000 MBTU heat input HTHW boilers that provide HTHW at 400^{o} F and 325 psi to NIEHS and EPA facilities
5.3.2.1.3	Maintain boiler efficiency	The start-up period for a boiler (1 hour during normal startup) does not factor into the efficiency requirement.
5.3.2.1.4	Generate and submit monthly fuel efficiency report	For each boiler, provide data elements IAW TE-18.2.1 for Boiler 1. In addition, include boiler efficiencies for each boiler and fuel analysis to include sulfur content.
		At NIH Campus Bethesda, MD, for boiler 5, provide data elements IAW TE-18.2.1 for boiler 5. In addition, include boiler efficiencies for each boiler and fuel analysis to include sulfur content.
5.3.2.1.5.1	Return Boiler Plant to operation after a momentary power loss	For All Sites, during a Momentary Loss of Power to the CUP of five minutes or less, the SP shall initiate boiler restarts and bring each boiler previously at load online.
5.3.2.1.5.2	Return Boiler Plant to operation during prolonged loss of power	At the NIH Campus, during a prolonged loss of power, the SP shall initiate actions to operate Boiler Plant on emergency power and stream turbines.

RFP #	Requirement	Conditions of Performance
		NIH Facility Poolesville, MD, during a prolonged loss of power, the SP shall initiate actions to operate Boiler Plant on emergency power.
		At the NIH Facility North Carolina, during a prolonged loss of power, the SP shall initiate actions to operate Boiler Plant on emergency power.
		NIH Facility Montana, during a prolonged loss of power, the SP shall initiate actions to operate Boiler Plant on emergency power.
5.3.2.1.5.3	Return Boiler Plant to operation during loss of fuel oil	At NIH Campus Bethesda, MD, SP shall switch boilers to natural gas.
		NIH Facility Poolesville, MD, does not have natural gas, so this would be a catastrophic failure.
		At NIH Facility North Carolina, SP shall switch boilers to natural gas.
		At NIH Facility Montana, SP shall switch boilers to natural gas.
5.3.2.1.5.4	Return Boiler Plant to operation during loss of natural gas pressure	At NIH Campus, the boilers will kick-off when the natural gas pressure drops below 40psi. Igniters can operate down to 4psi. SP shall switch to fuel oil operation prior loss of igniter pressure. A loss of natural gas pressure below igniter pressure (below 4psi) is a critical failure as restart of boilers is not possible under current configuration.
		NIH Facility Poolesville, MD: Does not have Natural Gas.
		At the NIH Facility North Carolina, SP shall switch boilers to fuel oil.
		At the NIH Facility Montana, SP shall switch boilers to fuel oil.
5.3.2.1.5.5	Return Boiler Plant to Operation During other failures	SP shall provide corrective action to resolve the failure, and if necessary, provide a contingency action upon Government Representative approval, to provide service to the customers until boiler plant is back to operation.
5.3.2.2	Maintain High Pressure Steam / High Temperature Hot Water Distribution System	At NIH Campus, Bethesda, MD, the steam distribution system includes: Multiple main lines and returns from CUP internal manifold; Underground steam and condensate lines are either direct buried, concentric piping, concrete trench envelop, or in walk-in tunnels; Steam lines range in size from 3" to 16", with approximately 35,000 linear feet; Condensate lines range in size from 2" to 6", approximately 35,000 linear feet, mix of gravity and pump feed. Pipes are typically carbon steel, some condensate lines are stainless steel.

RFP #	Requirement	Conditions of Performance
		At NIH Facility in North Carolina, the HTHW distribution system include main supply lines and return lines from CUP internal manifolds; Underground HTHW supply and return lines are direct buried; HTHW lines are 14", with approximate 20,000 linear feet. Pipes are carbon steel, with insulation covering the piping with a steel outer cover. There are 13 valve pits with valves, expansion joints, sump pumps, flow meters, backflow devices, chilled water supply and return lines, potable water lines, level alarms, vents, and drains for the outer steel covering.
5.3.2.3	Main Steam Distribution Model	At NIH Campus, Bethesda, MD Only: SP shall maintain and update steam distribution model as new loads are added and field verify and provide to government semi-annually. Current model will be provided by government at award.

5.3.2 QUALITY AND TIMELINESS STANDARDS OF PERFORMANCE

RFP #	Requirement	Quality Standard	AQL	Lot	Timeliness Standard	AQL	Max
5.3.2.1.1	Generate and Maintain continuous/uninterruptible high pressure steam	At NIH Campus Bethesda, MD: 165psi steam provided at plant header.	+/- 5psi	24/7	24/7	0%	
		At NIH Campus Bethesda, MD: No lower than 160psi at plant header	2 occurrences annually	24/7	Deviations below 160psi, the SP shall return to 160psi or above in 30 minutes	0%	
		At NIH Facility, Poolesville, MD: 100psi steam provided at plant header.	+/- 5psi	24/7	24/7	0%	
		At NIH Facility, Poolesville, MD: No lower than 95psi at plant header	2 occurrences annually	24/7	Deviations below 95psi, the SP shall return to 95psi or above in 30 minutes	0%	
		At NIH Facility, Montana: 100 psi steam provided at plant header.	+/- 5psi	24/7	24/7	0%	
		At NIH Facility, Montana: No lower than 95 psi at plant header	2 occurrences annually	24/7	Deviations below 95 psi, the SP shall return to 95 psi or above in 30 minutes	0%	

RFP #	Requirement	Quality Standard	AQL	Lot	Timeliness Standard	AQL	Max
5.3.2.1.2	Generate and Maintain continuous/uninterruptible High Temperature Hot Water (HTHW) at NIH Facility, North Carolina	At NIH Facility, North Carolina: Maintain HTHW leaving generators between 390 and 400 degrees F @ 650 GPM and 315 Psig @ 72", 24/7	+/- 10 degrees F	24/7	24/7	0%	
		At NIH Facility, North Carolina: No lower than 390 degrees F	2 occurrences monthly between 380 to 390 degrees F	24/7	Deviations below 390 degrees F, the SP shall return to 390 degrees F or above in 30 minutes	0%	
5.3.2.1.3	Maintain boiler efficiency	At NIH Campus in Bethesda, MD, Maintain fuel oil efficiency at 81%	-2%	24/7 while operating boilers on Fuel Oil	Deviation from fuel efficiency shall be corrected within 30 minutes from start of Deviation.	0%	
		At NIH Campus in Bethesda, MD, Maintain natural gas efficiency at 83%.	-2%	24/7 while operating boilers on Natural Gas	Deviation from fuel efficiency shall be corrected within 30 minutes from start of Deviation.	0%	
		At NIH Facility Poolesville, MD, Maintain fuel oil efficiency at 85%	-2%	24/7 while operating boilers on Fuel Oil	Deviation from fuel efficiency shall be corrected within 30 minutes from start of Deviation.	0%	

RFP #	Requirement	Quality Standard	AQL	Lot	Timeliness Standard	AQL	Max
		At NIH Facility North Carolina, Maintain fuel oil efficiency for HTHW system at 82% and Oxygen @ 6% or less	-2%	24/7 while operating boilers on Fuel Oil	Deviation from fuel efficiency shall be corrected within 30 minutes from start of Deviation.	0%	
		At NIH Facility North Carolina, Maintain natural gas efficiency for HTHW system at 82% and Oxygen @ 6% or less	-2%	24/7 while operating boilers on Natural Gas	Deviation from fuel efficiency shall be corrected within 30 minutes from start of Deviation.	0%	
		At Facility, Montana: Maintain natural gas efficiency at 79%	-2%	24/7 while operating boilers on Natural Gas	Deviation from fuel efficiency shall be corrected within 30 minutes from start of Deviation.	0%	
5.3.2.1.4	Generate and submit monthly fuel efficiency report	Individual monthly report submitted for each site to Government Representative	0%	# of reports monthly	Submitted NLT 5 days after the end of the period reported.	0%	
5.3.2.1.5	Maintain Boiler Plant operation during failure conditions	Government Representative notified by phone for catastrophic failures, email for others	0%	24/7	Within 10 minutes of catastrophic failure; Within 24 hours for others	0%	
5.3.2.1.5.1	Return Boiler Plant to operation after a momentary power loss	At NIH Campus, Boiler plant back to full operation	0%	24/7	Initiate first boiler restart within 5 minutes from power failure, and return Boiler Plant to operational load within one hour from initial boiler restart.	0%	

RFP #	Requirement	Quality Standard	AQL	Lot	Timeliness Standard	AQL	Max
		At NIH Campus, Boiler plant back to full operation	0%	24/7	Initiate first boiler restart within 5 minutes from power failure, and return Boiler Plant to operational load within one hour from initial boiler restart.	0%	
		NIH Facility North Carolina: HTHW plant back to full operation	0%	24/7	Initiate first HTHW boiler restart within 5 minutes from power failure, and return HTHW plant to operational load within 30 from initial boiler restart.	0%	
		At NIH Facility Montana, Boiler plant back to full operation	0%	24/7	Initiate first boiler restart within 5 minutes from power failure, and return Boiler Plant to operational load within one hour from initial boiler restart.	0%	

RFP #	Requirement	Quality Standard	AQL	Lot	Timeliness Standard	AQL	Max
5.3.2.1.5.2	Return Boiler Plant to operation during prolonged loss of power	At NIH Campus, Boiler Plant back to full operational load.	0%	24/7	Initiate switch to emergency power and steam turbines within 5 minutes from power failure, and return Boiler Plant to operational load within two hours from boiler restart.	0%	
		At NIH Campus, Boiler plant back to full operation	0%	24/7	Initiate switch to emergency power and return Boiler Plant to operational load within one hour from boiler restart.	0%	
		NIH Facility North Carolina: HTHW plant back to full operation	0%	24/7	Start HTHW boilers on emergency power within 5 minutes. Boilers to full load within 30 minutes.	0%	
		At NIH Facility Montana, Boiler plant back to full operation	0%	24/7	Initiate switch to emergency power within 5 minutes and return Boiler Plant to operational load within one hour from boiler restart.	0%	

RFP #	Requirement	Quality Standard	AQL	Lot	Timeliness Standard	AQL	Max
5.3.2.1.5.3	Return Boiler Plant to operation during loss of fuel oil	At NIH Campus Bethesda, MD, Boiler Plant back to full operational load.	0%	24/7	Initiate change over to natural gas within 5 minutes of loss of fuel oil. Return Boiler Plant to operational load within two hours from loss of fuel oil.	0%	
		NIH Facility North Carolina: HTHW plant back to normal operation	0%	24/7	Initiate change over to natural gas within 5 minutes of loss of fuel oil. Return HTHW plant to operational load within 30 minutes.	0%	
		At NIH Facility Montana, Boiler Plant back to full operational load.	0%	24/7	Initiate change over to natural gas within 5 minutes of loss of fuel oil. Return Boiler Plant to operational load within two hours from loss of fuel oil.	0%	

RFP #	Requirement	Quality Standard	AQL	Lot	Timeliness Standard	AQL	Max
5.3.2.1.5.4	Return Boiler Plant to operation during loss of natural gas pressure	At NIH Campus, Boiler Plant back to full operational load.	0%	24/7	Initiate change over to fuel oil within 5 minutes of loss of natural gas. Return Boiler Plant to operational load within two hours from loss of natural gas.	0%	
		NIH Facility North Carolina: HTHW plant back to normal operation	0%	24/7	Initiate change over to fuel oil within 5 minutes of loss of natural gas. Start HTHW boilers on fuel oil using Propane Gas pilot. Return HTHW plant to operational load within 30 minutes.	0%	
		NIH Facility Montana: Boiler plant back to normal operation	0%	24/7	Initiate change over to fuel oil within 5 minutes of loss of natural gas. Return Boiler Plant to operational load within two hours from loss of natural gas.	0%	
5.3.2.1.5.5	Return Boiler Plant to Operation During other failures	At NIH Campus, Boiler Plant back to full operational load.	0%	24/7	Return Boiler Plant to operational load within one hour of failure.	0%	

RFP #	Requirement	Quality Standard	AQL	Lot	Timeliness Standard	AQL	Max
5.3.2.2	Maintain High Pressure Steam / High Temperature Hot Water Distribution System	Leaks are identified and repaired.	0%	# of leaks repaired monthly	Leaks repaired in 7 days. If unable to repair in 7 days, an action plan shall be submitted to Government Representative. Valve pits and manholes pumped dry within 24 hours.	0%	
5.3.2.3	Main Steam Distribution Model	At NIH Campus, Bethesda, MD: Existing model is maintained and updated. Using K Y Pipe modeling software	0%	number of updates annually	Submitted to the government on January 15 and July 15	0%	

5.3.2 WORKLOAD

RFP #	Requirement	Workload Indicator	Current Annual	Base Period	1st Year	2nd Year	3rd Year
5.3.2.1.1	Generate and Maintain continuous/uninterruptible high pressure steam	Bethesda: 24/7	24/7 Operation; Refer to TE-18.2.1 Bethesda Central Plant Production Report				
		Poolesville: 24/7	24/7 Operation; Refer to the TE-18.3 Poolesville Production Data Series				
		Montana: 24/7	24/7 Operation				
5.3.2.1.2	Generate and Maintain continuous/uninterruptible High Temperature Hot Water (HTHW) at NIH Facility, North Carolina	North Carolina: 24/7	Refer to the TE-18.4 North Carolina Production Data Series				
5.3.2.1.3	Maintain boiler efficiency	Bethesda: 24/7 while operating boilers on Fuel Oil	24/7 Operation; Refer to TE-18.2.1 Bethesda Central Plant Production Report				
		Bethesda: 24/7 while operating boilers on Natural Gas	24/7 Operations; Refer to TE-18.2.1 Bethesda Central Plant Production Report				
		Poolesville: 24/7 while operating boilers on Fuel Oil	24/7 Operations; Refer to the TE-18.3 Poolesville Production Data Series				
		North Carolina: 24/7 while operating boilers on Fuel Oil	24/7 Operations; Refer to the TE-18.4 North Carolina Production Data Series				
		North Carolina: 24/7 while operating boilers on Natural Gas	24/7 Operation; Refer to the TE-18.4 North Carolina Production Data Series				
		Montana: 24/7 while operating boilers on Natural Gas	24/7 Operation				

RFP #	Requirement	Workload Indicator	Current Annual	Base Period	1st Year	2nd Year	3rd Year
5.3.2.1.4	Generate and submit monthly fuel efficiency report	Bethesda: # of reports annually	12	24	12	12	12
		Poolesville: # of reports annually	12	24	12	12	12
		North Carolina: # of reports annually	12	24	12	12	12
		Montana: # of reports annually	12	24	12	12	12
5.3.2.1.5.1	Return Boiler Plant to operation after a momentary power loss	Bethesda: 24/7	24/7 Operation; Refer to TE-18.2.1 Bethesda Central Plant Production Report				
		Poolesville: 24/7	24/7 Operation; Refer to the TE-18.3 Poolesville Production Data Series				
		North Carolina: 24/7	24/7 Operation; Refer to the TE-18.4 North Carolina Production Data Series				
		Montana: 24/7	24/7 Operation				
5.3.2.1.5.2	Return Boiler Plant to operation during prolonged loss of power	Bethesda: 24/7	24/7 Operation; Refer to TE-18.2.1 Bethesda Central Plant Production Report				
		Poolesville: 24/7	24/7 Operation; Refer to the TE-18.3 Poolesville Production Data Series				
		North Carolina: 24/7	24/7 Operation; Refer to the TE-18.4 North Carolina Production Data Series				
		Montana: 24/7	24/7 Operation				
5.3.2.1.5.3	Return Boiler Plant to operation during loss of fuel oil	Bethesda: 24/7	24/7 Operation; Refer to TE-18.2.1 Bethesda Central Plant Production Report				
		North Carolina: 24/7	24/7 Operation; Refer to the TE-18.4 North Carolina Production Data Series				
		Montana: 24/7	24/7 Operation				

RFP #	Requirement	Workload Indicator	Current Annual	Base Period	1st Year	2nd Year	3rd Year
5.3.2.1.5.4	Return Boiler Plant to operation during loss of natural gas pressure	Bethesda: 24/7	24/7 Operation; Refer to TE-18.2.1 Bethesda Central Plant Production Report				
		North Carolina: 24/7	24/7 Operation; Refer to the TE-18.4 North Carolina Production Data Series				
		Montana: 24/7	24/7 Operation				
5.3.2.1.5.5	Return Boiler Plant to Operation During other failures	Bethesda: 24/7	24/7 Operation; Refer to TE-18.2.1 Bethesda Central Plant Production Report				
		Poolesville: 24/7	24/7 Operation; Refer to the TE-18.3 Poolesville Production Data Series				
		North Carolina: 24/7	24/7 Operation; Refer to the TE-18.4 North Carolina Production Data Series				
		Montana: 24/7	24/7 Operation				
5.3.2.2	Maintain High Pressure Steam / High Temperature Hot Water Distribution System	Bethesda: # of leaks repaired annually (Refer to TE-18.1.1 Bethesda Utility Drawings)	50	100	50	50	50
		Poolesville: # of leaks repaired annually (Refer to TE-18.1.2 Poolesville Utility Drawings)	25	50	25	25	25
		North Carolina: # of leaks repaired annually (Refer to 18.1.3 North Carolina Utility Drawings)	8	16	8	8	8

RFP #	Requirement	Workload Indicator	Current Annual	Base Period	1st Year	2nd Year	3rd Year
		Montana: # of leaks repaired annually (Refer to 18.1.4 Montana Utility Drawings)	96	192	96	96	96
5.3.2.3	Main Steam Distribution Model	Bethesda: # updates annually	2	4	2	2	2

5.3.3 CHILLED WATER OPERATIONS

5.3.3 REQUIREMENTS

The following table illustrates which requirements pertain to each site. For each requirement row, an 'X' appears in the site location column for which that service is required.

RFP #	Requirement	Bethesda	North Carolina	Montana	Poolesville	Baltimore
5.3.3.1	Operate Chilled Water Plant	X	X	X	X	X
5.3.3.1.1	Chilled water generation and circulation to NIH facilities	X	X	X	X	X
5.3.3.1.2	Generate and submit monthly chiller efficiency report	X	X	X	X	X
5.3.3.2	Maintain Chilled Water Distribution System	X	X	X	X	
5.3.3.3	Main Chilled Water Distribution Model	X				

5.3.3 CONDITIONS OF PERFORMANCE

RFP #	Requirement	Conditions of Performance
5.3.3.1.1	Chilled water generation and circulation to NIH facilities	NIH Bethesda ,Failure to deliver is defined as chilled water exceeding 42oF (45oF in January and February) for 30 minutes or longer. Only exceptions are absolutely necessary well planned in advance outages to support maintenance at or beyond the main distribution header. The following additional requirements apply: Increase/decrease flow, quantities of chillers on line, and utilize thermal bridging to balance load demands to achieve the 42oF output manifold temperature. Maintain manufacturers rated efficiency of each chiller. 30 minute start-up time is not factored into efficiency requirement.
		At NIH Bethesda, SP will go on emergency power and convert chillers 21, 22, and 23 to steam turbine operation during any curtailment request from PEPCO for reduced power consumption.
		At NIH Bethesda, the differential pressure of the chilled water system will be reduced as tertiary pumps are added to the buildings, but in no case will the pressure differential in a building without an operating tertiary pump be less than 10 psi.
		At NIH Bethesda, the SP shall maintain the following chiller functional efficiency. Chillers: #16 & 17: 0.65 kW/Ton #18 & 19: 0.63 kW/Ton #20 & 21: 0.61 kW/Ton - 10.0 lb/Hr./Ton (steam drive) #22 & 23: 0.60 kW/Ton 9.4 lb/Hr./Ton (steam drive) #24 & 25: 0.60 kW/Ton
		NIH Campus, Bethesda, MD: Chilled water generation equipment includes 16 chillers, 10 located in building 11 and 6 located in building 34 with a combined chilled water capacity of 68,000 thermal tons with expansion plans for an additional 10,000 thermal tons operational in 2003 and beyond.
		NIH Facility Poolesville, MD: Chiller plant includes the operation of one 325 ton, one 525 ton and three 1200 ton chillers

RFP #	Requirement	Conditions of Performance
		At NIH facility, Poolesville, MD, the SP shall maintain the following chiller functional efficiency. Chillers: .566 Kw/Ton for two new chillers.
		At NIH Facility, North Carolina, Failure to deliver is defined as chilled water exceeding 41oF for 30 minutes or longer. Only exceptions are absolutely necessary well planned in advance outages to support maintenance at or beyond the main distribution header. The following additional requirements apply: Increase/decrease flow, quantities of chillers on line, and utilize thermal bridging to balance load demands to achieve the 40oF output manifold temperature. Maintain manufacturers rated efficiency of each chiller. 30 minute start-up time is not factored into efficiency requirement.
		At NIH Facility North Carolina, provide chilled water on a continuous basis to ensure an uninterrupted supply of chilled water (40 F leaving the chilled water plant) sufficient to meet operational requirements to NIEHS, EPA and the National Computer Center. Includes operation and repair of 4 each 3500 ton chillers and two each 2500 ton chillers, two cooling towers and associated pumps and equipment.
		At NIH facility, North Carolina, the SP shall maintain the following chiller functional efficiency. Chillers: #1 & #2 : 0.743 kW/Ton (prior to converting to 134A Refrigerant) #3 : 0.623 kW/Ton #4, #5, & #6 : 0.599 kW/Ton
		This activity also includes handling of all lubricating oils, chemicals, and auxiliary machines; water treatment; record keeping of operations and conditions; analysis of records and correcting non-optimal practices; monitoring warranties; testing operations and capabilities of the chilled water plant; periodic operation and inspection of idle equipment; training of operators; purchasing supplies; and cleaning, preservation, lubrication, and adjustment of plant equipment. Service Provider shall operate the plant and equipment according to the Service Provider approved operating procedures; and perform all chilled water plant maintenance and repairs/replacements as necessary.

RFP #	Requirement	Conditions of Performance
		At NIH Facility, Montana, chillers include two 440 ton units in building A, one 175 ton unit in building 25,and one 25 ton unit in building 16
		NIH Facility Baltimore, MD: Chiller plant includes two 1000 ton chillers and one 300 ton chiller. The two 1000 ton chillers are connected in series to provide the chilled water output
		At NIH facility, Baltimore, the SP shall maintain the following chiller functional efficiency. Chillers: Unit Serial No. LY9031: 0.842 kW/Ton Unit Serial No. HZ9015: 0.732 kW/Ton Unit Serial No. HZ9012: 0.689 kW/Ton
		For all sites, the SP shall monitor the make up water, water treatment and water treatment controls and adjust as necessary
		For all sites, the SP shall monitor and maintain the refrigerant levels and refrigerant recovery system and adjust as needed.
5.3.3.1.2	Generate and submit monthly chiller efficiency report	For each chiller, provide data elements IAW TE-18.2.1 for Chillers and Cooling Towers.
5.3.3.2	Maintain Chilled Water Distribution System	Systems exterior to the chilled water plant Distribution systems include, but are not limited to, chilled water supply and return lines, insulation, hangers and supports, valves, tunnels, valve pits and stops. There shall be no interruption of chilled water service. The SP shall be responsible for excavating any soil, concrete, paving, etc. to open the underground piping for repairs, replace any soil and repair the landscape to the original condition before the work began.
		At NIH Facility North Carolina, the CHW distribution system includes: main supply lines and returns lines from CUP internal manifolds; Underground CHW supply and return lines are direct buried; CHW lines are normally 36", with approximately 20,000 linear feet. There are 13 valve pits with valves, expansion joints, sump pumps, flow meters, backflow devices, chilled water supply and return lines, potable water lines, level alarms, vents and drains for the outer steel covering of HTHW.

RFP #	Requirement	Conditions of Performance
5.3.3.3	Main Chilled Water Distribution Model	At NIH Campus Bethesda MD, only, the SP shall maintain and update chilled water distribution model as new loads are added and field verify and provide to government semi-annually. Current model will be provided by government upon award.

5.3.3 QUALITY AND TIMELINESS STANDARDS OF PERFORMANCE

RFP #	Requirement	Quality Standard	AQL	Lot	Timeliness Standard	AQL	Max
5.3.3.1.1	Chilled water generation and circulation to NIH facilities	At NIH Campus, Bethesda, MD, maintain required chilled water flow at 42 degrees F at all times. Maintain a minimum differential between supply and return pressure at each building of 10 psi.	+1 degree F during March through December, +3 degrees F during January and February, pressure differential can deviate +5 psi	24/7	24/7	0%	
		At NIH Campus Bethesda, MD, Maintain manufacturers rated operating efficiency for each chiller. 30 minute start-up time is not factored into efficiency requirement.	+5% over rated kw/Ton	24/7	Deviations from chiller efficiency shall be corrected within 30 minutes from start of deviation.	0%	
		At NIH Facility, Poolesville, MD, maintain required chilled water flow at 43 degrees F at all times. Maintain a minimum differential between supply and return pressure at each building of 10 psi.	+1 degree F, pressure differential can deviate +5 psi	24/7	24/7	0%	

RFP #	Requirement	Quality Standard	AQL	Lot	Timeliness Standard	AQL	Max
		At NIH Facility Poolesville, MD, maintain manufacturers rated operating efficiency for each chiller. 30 minute start-up time is not factored into efficiency requirement.	+5% over rated kw/Ton	24/7	Deviations from chiller efficiency shall be corrected within 30 minutes from start of deviation.	0%	
		At NIH Facility, North Carolina, maintain required chilled water flow at 40 degrees F at all times. Maintain a minimum differential between supply and return pressure at each building of 10 psi.	+0.5 degree F, pressure differential can deviate +5 psi	24/7	24/7	0%	
		At NIH Facility North Carolina, maintain manufacturers rated operating efficiency for each chiller. 30 minute start-up time is not factored into efficiency requirement.	+5% over rated kw/Ton	24/7	Deviations from chiller efficiency shall be corrected within 30 minutes from start of deviation.	0%	
		At NIH Facility Montana, maintain required chilled water flow at 41 degrees F at all times. Maintain a minimum differential between supply and return pressure of 25 psi..	+1 degree F, pressure differential can deviate +5 psi	24/7	24/7	0%	

RFP #	Requirement	Quality Standard	AQL	Lot	Timeliness Standard	AQL	Max
		NIH Facility Montana: maintain manufacturers rated operating efficiency for each chiller. 30 minute start-up time is not factored into efficiency requirement.	+5% over rated kw/Ton	24/7	Deviations from chiller efficiency shall be corrected within 30 minutes from start of deviation.	0%	
		At NIH Facility Baltimore, MD, maintain required chilled water flow at 42 degrees F at all times. Maintain a minimum differential between supply and return pressure of 10 psi..	+1 degree F, pressure differential can deviate +5 psi	24/7	24/7	0%	
		At NIH Facility Baltimore, MD: maintain manufacturers rated operating efficiency for each chiller. 30 minute start-up time is not factored into efficiency requirement.	+5% over rated kw/Ton	24/7	Deviations from chiller efficiency shall be corrected within 30 minutes from start of deviation.	0%	
5.3.3.1.2	Generate and submit monthly chiller efficiency report	Individual monthly report submitted for each site to Government Representative	0%	# of reports monthly	Submitted NLT 5 days after the end of the period reported.	0%	

RFP #	Requirement	Quality Standard	AQL	Lot	Timeliness Standard	AQL	Max
5.3.3.2	Maintain Chilled Water Distribution System	Leaks are identified and repaired.	0%	# of leaks repaired monthly	Leaks repaired in 7 days. If unable to repair in 7 days, an action plan shall be submitted to Government Representative. Valve pits and manholes pumped dry within 24 hours.	0%	
5.3.3.3	Main Chilled Water Distribution Model	At NIH Campus Bethesda, MD Only: Existing model is maintained and updated using K Y Pipe modeling software	0%	number of updates annually	Submitted to the government on January 15 and July 15	0%	

5.3.3 WORKLOAD

RFP #	Requirement	Workload Indicator	Current Annual	Base Period	1st Year	2nd Year	3rd Year
5.3.3.1.1	Chilled water generation and circulation to NIH facilities	Bethesda: 24/7	Refer to TE-18.2.1 Bethesda Central Plant Production Report				
		Poolesville:24/7	Refer to the TE-18.3 Poolesville Production Data Series				
		North Carolina: 24/7	Refer to the TE-18.4 North Carolina Production Data Series				
		Montana: 24/7	Refer to the TE-18.5.2 Montana Chiller Production Data Series				
		Baltimore: 24/7	24/7 Operation				
5.3.3.1.2	Generate and submit monthly chiller efficiency report	At Bethesda: # of reports annually	12	24	12	12	12
		Poolesville: # of reports annually	12	24	12	12	12
		At NIH Facility Baltimore, MD: # of reports annually	12	24	12	12	12
		North Carolina: # of reports annually	12	24	12	12	12
		Montana # of reports annually	12	24	12	12	12
5.3.3.2	Maintain Chilled Water Distribution System	Bethesda: # of leaks repaired annually (Refer to TE-18.1.1.2 Bethesda Chilled Water Distribution Drawing)	2	4	2	2	2

RFP #	Requirement	Workload Indicator	Current Annual	Base Period	1st Year	2nd Year	3rd Year
		Poolesville: # of leaks repaired annually (Refer to TE-18.1.2.1 Poolesville Combined Utility Drawing)	2	4	2	2	2
		North Carolina: # of leaks repaired annually (Refer to TE-18.1.3.1 North Carolina HTHW and Chilled Water Distribution Drawing)	7	14	7	7	7
		Montana: # of leaks repaired annually (Refer to TE-18.1.4.1 Montana Site Utility Drawing)	2	4	2	2	2
5.3.3.3	Main Chilled Water Distribution Model	Bethesda: # updates annually	2	4	2	2	2

5.3.4 COMPRESSED AIR OPERATIONS

5.3.4 REQUIREMENTS

The following table illustrates which requirements pertain to each site. For each requirement row, an 'X' appears in the site location column for which that service is required.

RFP #	Requirement	Bethesda	North Carolina	Montana	Poolesville	Baltimore
5.3.4.1	Operate, Maintain, and Repair Central Compressed Air System	**X**				

5.3.4 CONDITIONS OF PERFORMANCE

RFP #	Requirement	Conditions of Performance
5.3.4.1	Operate, Maintain, and Repair Central Compressed Air System	NIH Campus Bethesda, MD, Compressed Air generation equipment includes 3 air compressors with a combined capacity of 6000 SCFM at 125 psi. Compressor need to started and stopped according to system demands. Increase/decrease flow, quantities of air compressors on line to achieve load demands.
		At NIH Campus in Bethesda, MD, Maintain and repair Underground supply lines. Lines are either direct buried, concentric piping, concrete trench envelope or walk-in tunnel. Replace soil and landscape to original condition after subsurface repair.

5.3.4 QUALITY AND TIMELINESS STANDARDS OF PERFORMANCE

RFP #	Requirement	Quality Standard	AQL	Lot	Timeliness Standard	AQL	Max
5.3.4.1	Operate, Maintain, and Repair Central Compressed Air System	At NIH Campus Bethesda, MD: compressed air to all supplied buildings maintained at 100psi at the buildings	+/- 2 psi	# of buildings supplied with compressed air	24/7.	0%	
			No more than 3 supplied buildings without compressed air	# of buildings supplied with compressed air	Compressed air in Clinical Center Complex restored within 24 hours, and all other buildings restored in 14 days.	0%	

5.3.4 WORKLOAD

RFP #	Requirement	Workload Indicator	Current Annual	Base Period	1st Year	2nd Year	3rd Year
5.3.4.1	Operate, Maintain, and Repair Central Compressed Air System	Bethesda: # of supplied buildings	48	48	48	48	48

5.3.5 HIGH VOLTAGE DISTRIBUTION SYSTEM

5.3.5 REQUIREMENTS

The following table illustrates which requirements pertain to each site. For each requirement row, an 'X' appears in the site location column for which that service is required.

RFP #	Requirement	Bethesda	North Carolina	Montana	Poolesville	Baltimore
5.3.5.1	Operate High Voltage Distribution System	X	X	X	X	
5.3.5.2	Short Circuit Analysis	X				
5.3.5.3	Coordination Study	X				
5.3.5.4	Feeder Routing Study	X				

5.3.5 CONDITIONS OF PERFORMANCE

RFP #	Requirement	Conditions of Performance
5.3.5.1	Operate High Voltage Distribution System	Conform to OSHA, power provider, NFPA, NEC, NFPC standards.
		The SP shall operate and repair electrical transformers, Network Protectors, Main and Emergency Switchboards, to include the breakers, ties and mains with responsibility to end at the point of termination for the load side wiring.
		NIH Campus Bethesda, MD High Voltage Electricity Distribution within the NIH campus from the secondary side of the substations to the in-building distribution panels of each NIH building. System is designed as a spot network with a redundant feed and transformer in almost all vaults. The service provider shall make all attempts to maintain redundant systems functional at all times. The present peak load is approximately 75 MVA.
		At the NIH Campus, Bethesda MD, the SP shall operate and maintain the HV Supervisory and Metering system. Current system is Square D's Power Logic System.
		At NIH Campus, Bethesda, MD, electrical power is supplied by PEPCO.
		At NIH Facility Poolesville, MD, electrical power is supplied by Allegheny Power supplies.
		At NIH Facility, North Carolina, electrical power is supplied by DUKE Power.
		NIAID Facility, Montana, High Voltage electrical power supplied by North Western Electric,
5.3.5.2	Short Circuit Analysis	At NIH Campus Bethesda MD, only. Current analysis will be provided by government upon award.
5.3.5.3	Coordination Study	At NIH Campus Bethesda MD, only. Current study will be provided by government upon award.
5.3.5.4	Feeder Routing Study	At NIH Campus Bethesda MD, only. Current study will be provided by government upon award.

5.3.5 QUALITY AND TIMELINESS STANDARDS OF PERFORMANCE

RFP #	Requirement	Quality Standard	AQL	Lot	Timeliness Standard	AQL	Max
5.3.5.1	Operate High Voltage Distribution System	Maintain Continuous distribution of power to all NIH buildings main switchboards.	0%	24/7	24/7	0%	
5.3.5.2	Short Circuit Analysis	At NIH Campus Bethesda, MD Only: Existing analysis is maintained and updated using SKM's Dapper Captor analysis software	0%	number of updates annually	Submitted to the government on January 15 and July 15	0%	
5.3.5.3	Coordination Study	At NIH Campus Bethesda, MD Only: Existing study is maintained and updated using SKM's Dapper Captor analysis software	0%	number of updates annually	Submitted to the government on January 15 and July 15	0%	
5.3.5.4	Feeder Routing Study	At NIH Campus Bethesda, MD Only.	0%	number of updates annually	Submitted to the government on January 15 and July 15	0%	

5.3.5 WORKLOAD

RFP #	Requirement	Workload Indicator	Current Annual	Base Period	1st Year	2nd Year	3rd Year
5.3.5.1	Operate High Voltage Distribution System	Bethesda: 24/7	Refer to TE-18.1.1.4 Bethesda High Voltage Electric Distribution Drawing				
		Poolesville: 24/7	Refer to TE-18.1.2.1 Poolesville Combined Utility Drawing				
		North Carolina: 24/7	Refer to TE-18.1.3 North Carolina High Voltage Electric Distribution Drawing				
		Montana: 24/7	Refer to TE-18.1.4.1 Montana Site Utility Drawings for the electrical distribution system				
5.3.5.2	Short Circuit Analysis	Bethesda: # updates annually	2	4	2	2	2
5.3.5.3	Coordination Study	Bethesda: # updates annually	2	4	2	2	2
5.3.5.4	Feeder Routing Study	Bethesda: # updates annually	2	4	2	2	2

5.3.6 DOMESTIC WATER/ SANITARY AND STORM SEWER DISTRIBUTION SYSTEMS, WATER AND WASTE WATER TREATMENT PLANTS AND DEEP WATER WELLS

5.3.6 REQUIREMENTS

The following table illustrates which requirements pertain to each site. For each requirement row, an 'X' appears in the site location column for which that service is required.

RFP #	Requirement	Bethesda	North Carolina	Montana	Poolesville	Baltimore
5.3.6.1	Domestic Water	X	X	X	X	
5.3.6.1.1	Maintain Domestic Water Distribution System	X	X	X	X	
5.3.6.1.2	Maintain and Update Domestic Water Distribution Model	X				
5.3.6.2	Sanitary and Storm Sewer	X	X	X	X	
5.3.6.2.1	Maintain Sanitary Distribution Systems	X	X	X	X	
5.3.6.2.2	Maintain Storm Sewer Distribution Systems	X	X	X	X	
5.3.6.2.3	Maintain and Update Sanitary Sewer Model	X				
5.3.6.2.4	Maintain and Update Storm Sewer Model	X				
5.3.6.2.5	Manage and Maintain Storm Water Management Systems	X	X			
5.3.6.3	Waste Water Treatment Plant				X	
5.3.6.3.1	Operate Waste Water Treatment Plant				X	
5.3.6.4	Deep Wells and Water Treatment				X	
5.3.6.4.1	Pump and Distribute Well Water				X	

5.3.6 CONDITIONS OF PERFORMANCE

RFP #	Requirement	Conditions of Performance
5.3.6.1.1	Maintain Domestic Water Distribution System	ALL Sites Maintain domestic water distribution system. Repair as necessary. Coordinate modifications to accommodate new construction . Perform pressure / flow tests at hydrants in coordination with fire departments.
5.3.6.1.2	Maintain and Update Domestic Water Distribution Model	For NIH Campus, Bethesda, MD only, the SP shall maintain and update domestic water distribution model as new loads are added and field verify. Current study will be provided by government upon award.
5.3.6.2.1	Maintain Sanitary Distribution Systems	Sanitary systems need to be operational at all times. May require pumping material around sections that are out of service
		At NIH Campus, Bethesda, MD, the SP shall maintain sanitary sewage collection / disposal systems, and repair of systems. Coordinates modifications with contractors to accommodate new construction and alterations.
		At Facility Poolesville, Maryland, the SP shall inspect and maintain the sewage and waste water collection system for waste water treatment plant
		At NIH Facility North Carolina, is connected to local sanitary sewer system
		The NIH Facility, Montana, is connected to local sanitary sewer system
5.3.6.2.2	Maintain Storm Sewer Distribution Systems	Storm sewer systems need to be operational at all times. May require pumping material around sections that are out of service
		At NIH Campus, Bethesda, MD, the SP shall maintain storm sewer collection / disposal systems, and repair of systems. Coordinates modifications with contractors to accommodate new construction and alterations.
		At Facility Poolesville, Maryland, the SP shall inspect and maintain the sewage and waste water collection system for waste water treatment plant
		At NIH Facility North Carolina, SP shall inspect and maintain storm distribution and discharge systems and directs repairs and changes. SP shall work with the Health and Safety Branch to provide State/Country reporting requirements.
		The NIH Facility, Montana, is connected to local storm system

RFP #	Requirement	Conditions of Performance
5.3.6.2.3	Maintain and Update Sanitary Sewer Model	For NIH Campus, Bethesda, MD only, the SP shall maintain and update sanitary sewer model as new loads are added and field verify and provide to government semi-annually. Current study will be provided by government upon award.
5.3.6.2.4	Maintain and Update Storm Sewer Model	For NIH Campus, Bethesda, MD only, the SP shall maintain and update storm sewer model as new loads are added and field verify and provide to government semi-annually. Current study will be provided by government upon award.
5.3.6.2.5	Manage and Maintain Storm Water Management Systems	At NIH Campus Bethesda MD, and NIH Facility North Carolina only.
		SP maintains storm water management system in good operating condition. Storm water management systems include, but are not limited to catch basins, inlets, retention ponds, sediment containment facilities, stream banks, erosion abatements and mitigation
		Basins and inlets includes curb inlet, trench drains and lawn catch drains, head walls, culverts and sediment containment facility.
5.3.6.3.1	Operate Waste Water Treatment Plant	At NIH Facility Poolesville, MD, the SP shall Operate and maintain the Poolesville waste water treatment plant (two 500 GPM sludge transfer pumps, two post aeration blowers, five blowers for aerobic digestion and nitrification, three Aeration basins, two aerobic digesters) and clean replace and dispose of filter waste and maintain all other equipment used in the removal of waste. National Pollutant Discharge Elimination Systems permit will be provided by the government upon award.
		At NIH Facility Poolesville, MD only, the SP shall make operational adjustments through out the system as weather conditions and flow characteristics change
		At NIH Facility Poolesville, MD only, Waste Water Treatment Plant Operators must maintain certification and license from the State of Maryland
		At NIH Facility Poolesville, MD only, the SP shall prepare and submit NPDES report to regulatory agencies
5.3.6.4.1	Pump and Distribute Well Water	At NIH Facility Poolesville, MD, Water is taken from 5 on site wells with a maximum average daily usage of 85000 gpd on an annual basis and a maximum average daily usage of 105,000 gpd during the month of highest water usage. This system includes a water tower and chlorination facility

RFP #	Requirement	Conditions of Performance
		At NIH Facility Poolesville, MD, SP shall maintain and update procedures for wells, pumps, storage, filtration, chlorination and water distribution as required by changes in NIH and government standards and equipment

5.3.6 QUALITY AND TIMELINESS STANDARDS OF PERFORMANCE

RFP #	Requirement	Quality Standard	AQL	Lot	Timeliness Standard	AQL	Max
5.3.6.1.1	Maintain Domestic Water Distribution System	Domestic water supplied to all supplied facilities. Meets operational standards set by NIH, federal and local authorities	0%	24/7	24/7	0%	
5.3.6.1.2	Maintain and Update Domestic Water Distribution Model	At NIH Campus Bethesda, MD: Existing model is maintained and updated using K Y Pipe modeling software	0%	# of updates annually	Submitted to the government on April 15 and September 15	0%	
5.3.6.2.1	Maintain Sanitary Distribution Systems	Meets discharge and sanitary operational standards set by federal and local standards Free flow of sanitary distribution system.	0%	24/7	24/7	0%	
5.3.6.2.2	Maintain Storm Sewer Distribution Systems	Meets discharge and sanitary operational standards set by federal and local standards. Free flow of storm sewer distribution systems.	0%	24/7	24/7	0%	
5.3.6.2.3	Maintain and Update Sanitary Sewer Model	At NIH Campus Bethesda, MD, existing model is maintained and updated using EDS modeling software	0%	# of updates annually	Submitted to the government on April 15 and September 15	0%	

RFP #	Requirement	Quality Standard	AQL	Lot	Timeliness Standard	AQL	Max
5.3.6.2.4	Maintain and Update Storm Sewer Model	At NIH Campus Bethesda, MD, existing model is maintained and updated using EDS modeling software	0%	# of updates annually	Submitted to the government on April 15 and September 15	0%	
5.3.6.2.5	Manage and Maintain Storm Water Management Systems	Storm water system diverts water flows away from facilities and no flooding occurs	0%	# of storm water management service calls monthly	IAW Table 5.2-1 and 5.2-2	0%	
		Drain lines, basins and outlets are cleaned and free of any obstructions	5%	# of drain lines, basins and inlets	Drain lines, basins and outlets cleaned between December 15 and April 15	0%	
			0%	# of drain lines, basins and inlets	Clogged and slow running drains are cleared within 24 hours of notification	0%	
5.3.6.3.1	Operate Waste Water Treatment Plant	At NIH Facility Poolesville, MD, operate systems to NIH, Maryland Department of the Environment and National Pollutant Discharge Elimination Systems permit guidelines	0%	24/7	24/7	0%	
		At NIH Facility Poolesville, MD, NPDES report submitted to regulatory agencies	0%	# reports monthly	Submitted NLT 5 days after the end of the period reported.	0%	

RFP #	Requirement	Quality Standard	AQL	Lot	Timeliness Standard	AQL	Max
5.3.6.4.1	Pump and Distribute Well Water	At NIH Facility Poolesville, MD, the SP will pump, filter, treat, store and distribute fresh water from NIH deep water wells within extraction limits set by federal and state limits for potable water.	0%	24/7	24/7	0%	

5.3.6 WORKLOAD

RFP #	Requirement	Workload Indicator	Current Annual	Base Period	1st Year	2nd Year	3rd Year
5.3.6.1.1	Maintain Domestic Water Distribution System	Bethesda: 24/7	24/7 Operation; Refer to TE-18.1.1.4 Bethesda Domestic Water Distribution Drawing				
		Poolesville: 24/7	24/7 Operation; Refer to the TE-18.1.2 Poolesville Combined Utility Drawing for domestic water				
		North Carolina: 24/7	24/7 Operation; Refer to TE-18.1.3.3 North Carolina Domestic Water Distribution Drawing				
		Montana: 24/7	24/7 Operation; Refer to TE-18.1.4 Montana Site Utility Drawing for domestic water				
5.3.6.1.2	Maintain and Update Domestic Water Distribution Model	Bethesda: 24/7	200%	4	2	2	2
5.3.6.2.1	Maintain Sanitary Distribution Systems	Bethesda: 24/7	24/7 Operations; Refer to TE-18.1.1.5 Bethesda Sanitary Sewer System Drawing				
		Poolesville: 24/7	24/7 Operation; Refer to TE-18.1.2.1 Poolesville Combined Utility Drawing for the sanitary system drawing				
		North Carolina: 24/7	24/7 Operation; Refer TE-18.1.3.4 North Carolina Sanitary Sewer System Drawing				
		Montana: 24/7	24/7 Operation; Refer TE-18.1.4.1 Montana Site Utility Drawings for sanitary system				
5.3.6.2.2	Maintain Storm Sewer Distribution Systems	Bethesda: 24/7	24/7 Operation; Refer to TE-18.1.1.6 Bethesda Utility Drawings for the storm sewer drawing				
		Poolesville: 24/7	24/7 Operation; Refer to TE-18.1.2.1 Poolesville Combined Utility Drawing for storm sewer				
		North Carolina: 24/7	24/7 Operation; Refer to TE-18.1.3.5 North Carolina Utility Drawings for the storm sewer system drawing				
		Montana: 24/7	24/7 Operation; Refer to TE-18.1.4.1 Montana Site Utility Drawing for storm sewer system				
5.3.6.2.3	Maintain and Update Sanitary Sewer Model	Bethesda: # of updates annually	2	4	2	2	2

RFP #	Requirement	Workload Indicator	Current Annual	Base Period	1st Year	2nd Year	3rd Year
5.3.6.2.4	Maintain and Update Storm Sewer Model	Bethesda: # of updates annually	2	4	2	2	2
5.3.6.2.5	Manage and Maintain Storm Water Management Systems	# of storm water management service calls annually for Bethesda	40	80	40	40	40
		# of storm water management service calls annually for North Carolina	20	40	20	20	20
		# of drain lines, basins and inlets at Bethesda	374	748	374	374	374
		# of drain lines, basins and inlets at North Carolina	142	284	142	142	142
5.3.6.3.1	Operate Waste Water Treatment Plant	Poolesville: 24/7	24/7 Operation				
		Poolesville: # reports annually	12	24	12	12	12
5.3.6.4.1	Pump and Distribute Well Water	Poolesville: 24/7	24/7 Operation				

5.3.7 STORAGE AND DISTRIBUTION SYSTEMS FOR NATURAL GAS, SITE PROPANE, FUEL OIL

5.3.7 REQUIREMENTS

The following table illustrates which requirements pertain to each site. For each requirement row, an 'X' appears in the site location column for which that service is required.

RFP #	Requirement	Bethesda	North Carolina	Montana	Poolesville	Baltimore
5.3.7.1	Maintain Distribution Systems for Natural Gas	X	X	X		
5.3.7.2	Maintain Storage and Distribution Systems for Site Propane		X		X	
5.3.7.3	Maintain Storage and Distribution Systems for Fuel Oil	X	X	X	X	

5.3.7 CONDITIONS OF PERFORMANCE

RFP #	Requirement	Conditions of Performance
5.3.7.1	Maintain Distribution Systems for Natural Gas	SP shall routinely monitor all gas piping for damage to gas pipes, meters, and valves; and to detect gas leakage. Repairs should be started immediately if any leaks are found.
		The SP shall monitor the natural gas meters, pressure reducing valves, relief valves and contact the customer and the utility company representative if there are any malfunctions.
		At NIH Facility North Carolina, Natural gas goes to the Central Utility Plant and the Waste Handling Building (building 108) only. Natural Gas is provided by Public Service of North Carolina.
		The SP shall provide the Government Representative with daily and monthly usage of gas as a Natural Gas Report. The reports shall be divided into each boiler and the amount of Natural Gas used in each .
5.3.7.2	Maintain Storage and Distribution Systems for Site Propane	SP shall store, replenish and distribute propane to NIH end users. Monitor and keep records of purchases and use . Maintain and repair distribution and storage facilities.
		SP shall maintain and update procedures as required by changes in NIH equipment and State and local standards.
5.3.7.3	Maintain Storage and Distribution Systems for Fuel Oil	For NIH Campus Bethesda, MD, NIH Facility Poolesville, MD, NIH Facility Montana, and NIH Facility North Carolina, the Government has a separate contract for purchasing fuel oil for the Government Campuses. When the SP determines that additional fuel oil will be needed, the SP shall notify the Government Representative by a written request for the amount of fuel needed and the present amount on hand. The Government will place an order for the fuel oil and notify the SP of the delivery date and Purchase Order number.
		For NIH Campus Bethesda, MD, NIH Facility Poolesville, MD, NIH Facility Montana, and NIH Facility North Carolina, the Government has a separate contract for purchasing fuel oil for the Government Campuses. When the SP determines that additional fuel oil will be needed, the SP shall notify the Government Representative by a written request for the amount of fuel needed and the present amount on hand. The Government will place an order for the fuel oil and notify the SP of the delivery date and Purchase Order number.

RFP #	Requirement	Conditions of Performance
		The SP shall keep a receiving record for all fuel oil deliveries. The receiving record shall include the supplier, date and time of delivery, truck driver and the gallons delivered, as shown by the Bill of Lading along with the storage tank pumped into. In addition, the storage tank readings shall be taken and recorded before and after each delivery.
		The SP shall provide the Government Representative with a Fuel Oil Report to include the boilers used along with the daily/weekly and monthly usage of fuel oil. Daily storage tank readings taken and logged while operating on fuel oil. Weekly storage tank readings taken and logged while not operating on fuel oil, or otherwise directed by Government Representative.

5.3.7 QUALITY AND TIMELINESS STANDARDS OF PERFORMANCE

RFP #	Requirement	Quality Standard	AQL	Lot	Timeliness Standard	AQL	Max
5.3.7.1	Maintain Distribution Systems for Natural Gas	Receive and distribute natural gas IAW NIH and government standards. Supplied customers have natural gas available as needed.	0%	24/7	24/7	0%	
		Natural gas usage report provided to Government Representative	0%	# of reports monthly	NLT 5 business days from end of reporting period	0%	
5.3.7.2	Maintain Storage and Distribution Systems for Site Propane	Maintain all storage and distribution systems for bulk propane IAW NIH and government standards. Replenish IAW usage to maintain proper inventories for continuous operations	0%	24/7	24/7	0%	
5.3.7.3	Maintain Storage and Distribution Systems for Fuel Oil	Receive and distribute fuel oil IAW NIH and government standards. Supplied customers have fuel oil available as needed.	0%	24/7	24/7	0%	
		Fuel oil request notification provided to Government Representative	0%	# requests per month	Adequate written notice to the Government for ordering fuel oil to assure uninterrupted services.	0%	

RFP #	Requirement	Quality Standard	AQL	Lot	Timeliness Standard	AQL	Max
		Completed records maintained of all fuel received, stored, and consumed and provided to government for review	0%	# of daily fuel records monthly	Records provided to Government Representative daily and made available for review at all times	0%	
		Receiving records forwarded to the Government Representative	0%	# of receiving records monthly	On day of fuel delivery	0%	
		Fuel Oil Report provided to government Representative	0%	# of fuel oil reports monthly	Monthly, NLT 5 days after the report period	0%	

5.3.7 WORKLOAD

RFP #	Requirement	Workload Indicator	Current Annual	Base Period	1st Year	2nd Year	3rd Year
5.3.7.1	Maintain Distribution Systems for Natural Gas	Bethesda: # supplied buildings	24/7 Operation; Refer to TE-18.1.1.6.7 Bethesda Natural Gas Distribution System Drawing				
		North Carolina: # supplied buildings	24/7 Operation; Refer to TE-18.1.3.6 North Carolina Utility Drawings for Natural Gas Distribution System				
		Montana: # supplied buildings	24/7 Operation; Refer to TE-18.1.4.1 Montana Site Utility Drawing for the Natural Gas Distribution System				
		Bethesda: # of reports annually	12	24	12	12	12
		North Carolina: # of reports annually	12	24	12	12	12
		Montana: # of reports annually	12	24	12	12	12
5.3.7.2	Maintain Storage and Distribution Systems for Site Propane	Poolesville: 24/7	24/7 Operation; Refer to TE-18.1.2.2 Poolesville Propane Storage Data				
		North Carolina: 24/7	24/7 Operation; Refer to TE-18.1.3.8 North Carolina Propane Storage Data				
5.3.7.3	Maintain Storage and Distribution Systems for Fuel Oil	Bethesda: Fuel Oil Storage and Distribution System	TE-18.1.1 Bethesda Utility Drawings for Fuel Oil Storage				
		Poolesville: Fuel Oil Storage and Distribution System	TE-18.1.2.1.3 Poolesville Fuel Oil Storage Data				
		North Carolina: Fuel Oil Storage and Distribution System	TE-18.1.3 North Carolina Utility Drawings for Fuel Oil Storage				
		Montana: Fuel Oil Storage and Distribution System	TE-18.1.4 Montana Utility Drawings for Fuel Oil Storage				

RFP #	Requirement	Workload Indicator	Current Annual	Base Period	1st Year	2nd Year	3rd Year
		Bethesda: # of fuel oil requests annually	26	52	26	26	26
		Poolesville: # of fuel oil requests annually	12	24	12	12	12
		North Carolina: # of fuel oil requests annually	10	20	10	10	10
		Montana: # of fuel oil requests annually	5	10	5	5	5
		Bethesda: # of fuel records annually	365	730	365	365	365
		Poolesville: # of fuel records annually	365	730	365	365	365
		North Carolina: # of fuel records annually	365	730	365	365	365
		Montana: # of fuel records annually	365	730	365	365	365
		Bethesda: # of daily sets receiving records annually	26	52	26	26	26
		Poolesville: # of daily sets receiving records annually	12	24	12	12	12
		North Carolina: # of daily sets receiving records annually	10	20	10	10	10
		Montana: # of daily sets receiving records annually	5	10	5	5	5

RFP #	Requirement	Workload Indicator	Current Annual	Base Period	1st Year	2nd Year	3rd Year
		Bethesda: # of fuel oil reports annually	12	24	12	12	12
		Poolesville: # of fuel oil reports annually	12	24	12	12	12
		North Carolina: # of fuel oil reports annually	12	24	12	12	12
		Montana: # of fuel oil reports annually	12	24	12	12	12

5.3.8 INCINERATORS

5.3.8 REQUIREMENTS

The following table illustrates which requirements pertain to each site. For each requirement row, an 'X' appears in the site location column for which that service is required.

RFP #	Requirement	Bethesda	North Carolina	Montana	Poolesville	Baltimore
5.3.8.1	Maintain Incineration equipment		X	X		X
5.3.8.2	Operate Incineration Plant		X			

5.3.8 CONDITIONS OF PERFORMANCE

RFP #	Requirement	Conditions of Performance
5.3.8.1	Maintain Incineration equipment	This requirement pertains to the Baltimore, Montana, and North Carolina sites only. SP shall maintain incinerators in Montana, North Carolina, and Baltimore within normal operating conditions of the equipment and comply with state emission standards for such equipment
		SP shall submit a state emission certification report to government representative
		SP shall maintain state permit to operate the incinerator
5.3.8.2	Operate Incineration Plant	This requirements pertains to the North Carolina site only.
		The SP shall load and incinerate all waste delivered to the incinerator buildings. SP personnel shall follow explicit instructions as provided by the Government in burning hazardous and non hazardous materials and shall keep all records required by Federal and State regulatory agencies. The SP shall use forms and follow instructions provided by NIH for hazardous waste incineration record keeping.
		SP shall maintain a plant operating log, detailed reports, and a record file that notes operation of the plants, operator checks and services, normal and abnormal operating conditions, deficiencies or malfunctions, and corrective actions taken. All records for the NIH hazardous waste incinerator and other incinerators shall comply with EPA and State requirements.
		At North Carolina, All wastes shall be incinerated the day they are collected. All metals will be separated from burnable debris before being loaded into the incinerators. At the end of each day, the incinerators, incinerator rooms, refuse truck, skid loader, waste storage, and waste handling equipment shall be cleaned to ensure a clean operation free from contamination and vermin and insect infestation.
		At North Carolina, Ashes and nonburnable debris shall be disposed of by the SP at an approved sanitary landfill site at the expense of the SP. Disposal of ash after incineration of hazardous waste shall be done only with the approval of the NIEHS Health and Safety Branch. When incinerating hazardous/radioactive waste the incinerator ash shall be removed before and after each days' burn.

RFP #	Requirement	Conditions of Performance
		At North Carolina, the SP shall adhere to the NIEHS audit program furnished by the NIEHS HSB, but are not limited to, the following representative requirements for monitoring the stack emissions, refrigerant leakage, CO/O2 monitor, temperature, fuel tank basins, water discharge and fuel tank system soundness (pressure test supply tanks, supply lines). Records shall be maintained at designated work stations and be available for inspection by the Government Representative.
		At North Carolina, the SP shall adhere to applicable portions of the most current edition of the following National and State Codes: National Fire Protection Association (NFPA) National Fire Codes. (NFC), American Society of Mechanical Engineers (ASME) Boiler and Pressure Vessel Code, North Carolina Department of Natural Resources and Community Development and North Carolina General Statutes Governing operations of equipment emission of air pollutants into the atmosphere, Environmental Protection Agency regulations for operating hazardous waste incinerators (40 CFR Part 264 and 265, Subparts 0), North Carolina DNRCD permits to operate incineration equipment.
		The SP shall prepare an Accidents and Injuries Report, including cuts, minor abrasions, and burns on a monthly basis and submit to the Government Representative no later than seven (7) days after the end of each month.

5.3.8 QUALITY AND TIMELINESS STANDARDS OF PERFORMANCE

RFP #	Requirement	Quality Standard	AQL	Lot	Timeliness Standard	AQL	Max
5.3.8.1	Maintain Incineration equipment	Incineration service calls are completed and deficiency is corrected	0%	# of incineration service calls monthly	IAW Table 5.2-1 and 5.2-2	0%	
		Emission certification report is current and accurate and contains required data elements	0%	# of reports	Report submitted to Government Representative by January 15	0%	
		State incinerator operation permit is current	0%	24/7	Copy of permit is submitted to Government Representative by January 15	0%	
5.3.8.2	Operate Incineration Plant	All general waste incinerated and all pathological and hazardous waste incinerated in accordance to State License requirements	0%	# of lbs of waste monthly	At North Carolina, all waste incinerated on the day collected	0%	
		Accidents and Injuries Report submitted to the Government Representative no later than seven (7) days after the end of each month.	0%	# of reports monthly	NLT 7 days after the end of each month.	0%	

5.3.8 WORKLOAD

RFP #	Requirement	Workload Indicator	Current Annual	Base Period	1st Year	2nd Year	3rd Year
5.3.8.1	Maintain Incineration equipment	Baltimore: # of incineration service calls annually for Baltimore	1	2	1	1	1
		Montana: # of incineration service calls annually	1	2	1	1	1
		North Carolina: # of incineration service calls annually for North Carolina	2	4	2	2	2
		Baltimore: # of state emission certification reports annually for Baltimore	1	2	1	1	1
		Montana: # of state emission certification reports annually	1	2	1	1	1
		North Carolina: # of state emission certification reports annually	1	2	1	1	1
		Baltimore: # of state operation permits	1	2	1	1	1
		Montana: # of state operation permits	1	2	1	1	1

RFP #	Requirement	Workload Indicator	Current Annual	Base Period	1st Year	2nd Year	3rd Year
		North Carolina: # of state operation permits	1	2	1	1	1
5.3.8.2	Operate Incineration Plant	North Carolina: # of lbs of waste annually	633800	1267600	633800	633800	633800
		North Carolina: # of accident reports annually	12	24	12	12	12

5.3.9 FACILITIES ENERGY CONSERVATION PROGRAM

5.3.9 REQUIREMENTS

The following table illustrates which requirements pertain to each site. For each requirement row, an 'X' appears in the site location column for which that service is required.

RFP #	Requirement	Bethesda	North Carolina	Montana	Poolesville	Baltimore
5.3.9.1	Provide energy conservation and awareness activities to NIH	X	X	X	X	X

5.3.9 CONDITIONS OF PERFORMANCE

RFP #	Requirement	Conditions of Performance
5.3.9.1	Provide energy conservation and awareness activities to NIH	Identifies priorities, plans, and, with government approval, implements and monitors feasible energy conservation measures to reduce overall site wide energy use. Prepares and administers energy conservation guidelines for operation and maintenance of buildings and facilities. Supports NIH energy saving awareness activities and employee actions to reduce energy use.

5.3.9 QUALITY AND TIMELINESS STANDARDS OF PERFORMANCE

RFP #	Requirement	Quality Standard	AQL	Lot	Timeliness Standard	AQL	Max
5.3.9.1	Provide energy conservation and awareness activities to NIH	Recommendation with plans for feasible energy conservation projects provided to government for approval and, with approval, SP implementation.	0%	# of plans	recommendation with plans once a quarter	0%	

5.3.9 WORKLOAD

RFP #	Requirement	Workload Indicator	Current Annual	Base Period	1st Year	2nd Year	3rd Year
5.3.9.1	Provide energy conservation and awareness activities to NIH	Bethesda, Baltimore, Poolesville: # of plans annually	4	8	4	4	4
		At North Carolina: # of plans annually	4	8	4	4	4
		Montana: # of plans annually	4	8	4	4	4

SECTION C-6
GOVERNING DIRECTIVES

6 PUBLICATIONS AND FORMS

Publications and forms that apply to this PWS are listed below. The publications have been coded as either mandatory or advisory. The SP is obligated to follow those publications coded as mandatory. The SP shall be guided by the publications coded advisory to the extent necessary to accomplish requirements in this PWS. The forms listed in this section are not all-inclusive and merely represent a range of forms that may be used by the SP. All publications and forms listed will be made available at the start of the award. Some publications and forms are available at:

http://forms.cit.nih.gov/ListPDF.html

6.1 SUPPLEMENTS AND AMENDMENTS

The Government shall provide follow-on requirements to the SP when changes occur. Supplements or amendments to listed publications from any organization level may be issued during the life of the award. Any adjustments will be done IAW the Changes Clause FAR 52.243.1.

6.2 GOVERNMENT'S RIGHTS TO SP'S OPERATING LOGS AND FORMS

The Government shall have unlimited rights to use, duplicate, or disclose SP's operating logs and forms, in whole or in part, in any manner, for purposes associated with execution of this award. The purpose of this statement is to minimize disruptions in service and preserve historical data in the event the SP is changed. This does not apply to publications determined to be proprietary to the SP. Records maintained by the SP remain the property of the United States Government and will be retained IAW disposition instructions.

6.3 DIRECTIVES

The following documents are identified to assist in understanding how NIH currently performs the distribution mission. Commercial practices will be considered where the performance requirements are determined to equal or exceed requirements, as NIH interested in obtaining the same or higher level of service.

6.4 DIRECTIVES AND PUBLICATIONS

The SP shall perform IAW all requirements of the following NIH documents. In addition to the documents listed below, the SP shall comply with all other applicable federal, state, and local laws, ordinances and regulations. (OSHA, DOT, ESP, etc.)

DIRECTIVES/ PUBLICATION NUMBERS	TITLE	Mandatory / Advisory	Internet Available
21 CFR 165.110	Bottled water	M	http://www.access.gpo.gov/nara/cfr/
29 CFR	OSHA Regulations All sections	M	http://www.access.gpo.gov/nara/cfr/
29 CFR 1910.1001	Asbestos	M	http://www.access.gpo.gov/nara/cfr/
29 CFR 1910.1001	Asbestos	M	http://www.access.gpo.gov/nara/cfr/
29 CFR 1910.1025	General Industry Lead Standards	M	http://www.access.gpo.gov/nara/cfr/
29 CFR 1910.1025	General Industry Lead Standards	M	http://www.access.gpo.gov/nara/cfr/
29 CFR 1910.1200	Hazard Communications	M	http://www.access.gpo.gov/nara/cfr/
29 CFR 1910.1200	Hazard Communications	M	http://www.access.gpo.gov/nara/cfr/
29 CFR 1910.134	Respiratory Protection	M	http://www.access.gpo.gov/nara/cfr/
29 CFR 1910.145	Specification for Accident Prevention Signs and Tags	M	http://www.access.gpo.gov/nara/cfr/
29 CFR 1910.145	Specification for Accident Prevention Signs and Tags	M	http://www.access.gpo.gov/nara/cfr/
29 CFR 1910.2	Definitions	M	http://www.access.gpo.gov/nara/cfr/
29 CFR 1926.103	Respiratory Protection	M	http://www.access.gpo.gov/nara/cfr/
29 CFR 1926.103	Respiratory Protection	M	http://www.access.gpo.gov/nara/cfr/
29 CFR 1926.103	Respiratory Protection	M	http://www.access.gpo.gov/nara/cfr/
29 CFR 1926.1101	Asbestos	M	http://www.access.gpo.gov/nara/cfr/
29 CFR 1926.1101	Asbestos	M	http://www.access.gpo.gov/nara/cfr/
29 CFR 1926.200	Accident Prevention Signs and Tags	M	http://www.access.gpo.gov/nara/cfr/

DIRECTIVES/ PUBLICATION NUMBERS	TITLE	Mandatory / Advisory	Internet Available
29 CFR 1926.51	Sanitation	M	http://www.access.gpo.gov/nara/cfr/
29 CFR 1926.59	Hazard Communications	M	http://www.access.gpo.gov/nara/cfr/
40 CFR	Protection of Environment All sections	M	http://www.access.gpo.gov/nara/cfr/
48 CFR	Federal Acquisition Regulation System (All sections)	M	http://www.access.gpo.gov/nara/cfr/
49 CFR	Department of Transportation All sections	M	http://www.access.gpo.gov/nara/cfr/
49 CFR 170-178	Hazardous Materials Transportation Regulations	M	http://www.access.gpo.gov/nara/cfr/
5 CFR 732.201	National Security Positions	M	http://www.access.gpo.gov/nara/cfr/
91-190	National Environmental Policy Act (NEPA).	M	http://ceq.eh.doe.gov/nepa/regs/nepa/nepaegia.htm
91-596	Occupational Safety and Health Act	M	http://www.osha.gov/
92-516	Federal Insecticide, Fungicide and Rodenticide Act (FIFRA) as amended.	M	http://www.epa.gov/region5/defs/html/fifra.htm
93-205	Endangered Species Act.	M	http://endangered.fws.gov/esa.html
94-580	Resource Conservation and Recovery Act (RCRA).	M	http://www.epa.gov/epaoswer/osw/laws-reg.htm#RCRA
99-519	Asbestos Hazard Emergency Response Act (AHERA)	M	http://www4.law.cornell.edu/uscode/20/4011.html
AAALAC	Association for Assessment and Accreditation of Laboratory Animal Care	M	http://www.aaalac.org
ADAAG and UFAS	Americans with Disabilities Act Accessibility Guidelines, Uniform Federal Accessibility Standards	M	http://www.access-board.gov

DIRECTIVES/ PUBLICATION NUMBERS	TITLE	Mandatory / Advisory	Internet Available
ADA-Title 3 regulation, 28 CFR part 36	Standards for Accessible Design	M	http://www.sha.state.md.us/businesswithsha/bizStdsSpecs/desManualStdPub/publicationsonline/ohd/specifications.asp
ANSI	American National Standards Institute	M	http://www.ansi.org/
ASTM	American Society for Testing and Materials	M	http://www.astm.org/cgi-bin/SoftCart.exe/index.shtml?E+mystore
EPA Pub. #20T-2003	Managing Asbestos in Place	M	http://www.epa.gov/
EPA Pub. #560/5-85-024	Guidance for Controlling Asbestos-Containing Materials in Buildings	M	http://www.epa.gov/
EPA SW-846	Test Methods for Evaluating Solid Waste	M	http://www.epa.gov/
EPA-Federal Insecticide, Fungicide and Rodenticide Act (FIFRA)	7 U.S.C. s/s 135 et seq	M	http://www4.law.cornell.edu/uscode/7/ch6.html
Executive Order 12088	Prevention, Control, and Abatement of Environmental Pollution at Federal Installations.	M	http://www.epa.gov/fedsite/eo12088.htm
FAR	Federal Acquisition Regulations	M	http://www.arnet.gov/far/
JCAHO	Joint Commission for the Accreditation of Healthcare Organizations	M	http://www.jcaho.org
NFPA 1	Fire Prevention Code	M	http://www.nfpa.org/Codes_and_Standards/List_of_NFPA_documents/list_of_folders.asp
NFPA 13	Standard for Installation of Sprinkler Systems	M	http://www.nfpa.org/Codes_and_Standards/List_of_NFPA_documents/list_of_folders.asp

DIRECTIVES/ PUBLICATION NUMBERS	TITLE	Mandatory / Advisory	Internet Available
NFPA 25	Standard for the Inspection, Testing, and Maintenance of Water-Based Fire Protection Systems	M	http://www.nfpa.org/Codes/NFPA_Codes_and_Standards/List_of_NFPA_documents/list_of_folders.asp
NFPA 45	Standard on Fire Protection for Laboratories Using Chemicals	M	http://www.nfpa.org/Codes/NFPA_Codes_and_Standards/List_of_NFPA_documents/list_of_folders.asp
NFPA 51B	Standard for Fire Prevention During Welding, Cutting, and Other Hot Work	M	http://www.nfpa.org/Codes/NFPA_Codes_and_Standards/List_of_NFPA_documents/list_of_folders.asp
NFPA 55	Standard for the Storage, Use, and Handling of Compressed and Liquefied Gases in Portable Cylinders	M	http://www.nfpa.org/Codes/NFPA_Codes_and_Standards/List_of_NFPA_documents/list_of_folders.asp
NFPA 70	National Electrical Code	M	http://www.nfpa.org/Codes/NFPA_Codes_and_Standards/List_of_NFPA_documents/list_of_folders.asp
NFPA 72	National Fire Alarm Code	M	http://www.nfpa.org/Codes/NFPA_Codes_and_Standards/List_of_NFPA_documents/list_of_folders.asp
NFPA 79	Electrical Standard for Industrial Machinery	M	http://www.nfpa.org/Codes/NFPA_Codes_and_Standards/List_of_NFPA_documents/list_of_folders.asp
NFPA 80	Standard for Fire Doors and Fire Windows	M	http://www.nfpa.org/Codes/NFPA_Codes_and_Standards/List_of_NFPA_documents/list_of_folders.asp
NFPA 82	Standard on Incinerators and Waste and Linen Handling Systems and Equipment	M	http://www.nfpa.org/Codes/NFPA_Codes_and_Standards/List_of_NFPA_documents/list_of_folders.asp
NIH Policy and Design Guidelines	NIH Policy and Design Guidelines	M	http://des.od.nih.gov/eWeb/planning/html/nihpol.htm

DIRECTIVES/ PUBLICATION NUMBERS	TITLE	Mandatory / Advisory	Internet Available
OMB Circular No. A11 Part 2	Preparation and Submission of Budget Estimates	M	http://www.whitehouse.gov/omb/circulars/a11/2002/part2.pdf
USDOT	Manual of Uniform Traffic Control Devices	M	http://mutcd.fhwa.dot.gov/
WSSC	Washington Suburban Sanitary Commission	M	http://www.wssc.dst.md.us/

6.5 FORMS

FORM NUMBER	FORM TITLE
CRC Action Item Log	Version 6
CC Certificate for Occupancy	Rev. 6/89
Purchase Request	NIH 1861-1 (Rev. 6/94)
Public Voucher For Purchases and Services Other Than Personal	1034 (Rev. 10/87)
Position Description	OF 8 (Rev. 1/85)
Request for Personnel Action	52-B (Rev. 7/91)
Routing and Transmittal Slip	OF 41 (Rev. 1-94)
Request For Shipment	NIH 1884 (Rev. 1/89)
NIEHS Clearance of Personnel For Resignation or Transfer	NIEHS Clearance Form (Rev. 1/2003)
Amendment of Solicitation Modification of Contract	SF 30 (Rev. 10/83)
Award/Contract	SF 25 (Rev. 4/85)
Purchase Order- Invoice- Voucher	SF 44a (Rev. 10/83)
Request For Duty-Free Entry of Scientific Instruments or Apparatus	Form ITA-338P
Shipper's Export Declaration	Form 7525-V (Rev. 1/88)
North American Free Trade Agreement-Certificate of Origin	Customs Form 434
Request For Shipment	NIH 1884 (Rev. 10/90)
U.S. Government Bill of Lading	SF 1103-A
Stock Requisition	NIH-20 (Rev. 11/65)
Report of Property Transfer	NIH Form 649
Acquisition Worksheet	NIH 1590 (Rev. 0/92)
Key/Lock Work Request	NIH 2138 (Rev. 1/89)
Request For Campus Parking Permit For Contract Employees	NIH 2788-2 (Rev. 6/02)
Motor Vehicle Trip Ticket	NIH 1382-2 (Rev. 9/93)

6.6 REPORTS

5.1 Design and Construction Management Services

Report	Periodicity
Project Plan	Within 10 Business Days of AO Prescribed Deadline
Design Proposal	Within 15 Calendar Days of Receipt of Proposal from CO
Design Submission Requirements-DQC	IAW Established Schedule in the A/E SOW
Construction Proposal	Within 15 Calendar Days of Receipt of Proposal from CO
Construction Submission Requirements-CQC	IAW Schedule in Construction Contract Documents
Space Documentation Drawings	Within 90 days of Request
Space Assignment Data	Quarterly-Prior to Rent Posting

5.2 Property Maintenance and Operations

Report	Periodicity
Facility Equipment Inventory Lists	Bi-Annually
CC & CRC Facility Equipment Inventory Lists	Annually
Strongly Disagree Customer Survey Investigations Reports	Monthly
SP-Proposed Preventive/Predictive Maintenance Plan	Technical Proposal, Annually
MIS Workload Report	Monthly
Annual Project Cleaning Schedule	Annually
Solid Waste Program Report	Monthly
Generated Yard Waste Disposal Report	Quarterly
Descriptions & Detailed Engineering Drawings of Animal Care Facility's Emergency Power & HVAC Systems-AAALAC	Tri-Annually
MIS HVAC Air Balancing Reports-AAALAC	Tri-Annually
Animal Care Facility Deficiency Report-AAALAC	Annually
Utility Systems Management Plan-JCAHO-BETHESDA ONLY	Quarterly
Statement of Conditions-JCAHO-BETHESDA ONLY	Quarterly
Equipment Preventive Maintenance Status Reports-JCAHO-BETHESDA ONLY	Monthly
CC Grounds Maintenance Inspection Report-JCAHO-BETHESDA ONLY	Monthly

5.3 Central Utilities

Report	Periodicity
Workload Report	Monthly
Boiler Fuel Efficiency Report	Monthly
Chiller Efficiency Report	Monthly
Water Treatment NPDES Report	Monthly
Natural Gas Usage Report	Monthly
Fuel Oil Usage Report	Monthly
Incinerator Emission Certification Report	Annually

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